

**Encounters Air-rescue in the future** Helicopters flying by instrument flight rules could save hundreds of lives. We are making it possible. **16**

**Horizons Working all out for the benefit of our patients** It is not easy getting high-tech medical equipment airborne. But that does not mean it is impossible. **22**



## Assistance after traffic accidents

If, after the police, firefighters and ambulance services, Rega is also called to the accident scene, every minute counts. **8**



**Ready to fly all over the world:** Last year, Rega's ambulance jets flew 799 patients back home to Switzerland – including on two occasions from French Polynesia in the South Pacific.

# “Very few people can safely say they will never need Rega.”

Sascha Hardegger  
Editor-in-Chief



## Dear Readers

“I don’t need Rega.” Those were the words of a close acquaintance of mine, a father and grandfather, shortly before his retirement. He never went up a mountain, winter sports were not his thing, and the sportiest activity he ever did was a Sunday afternoon walk, he said. Like many people, he has a specific

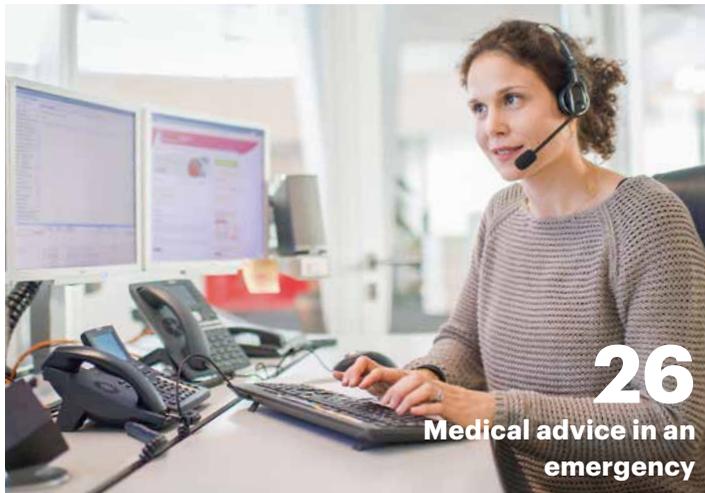
image of Rega in his mind: maybe one of a red and white rescue helicopter landing on a ski slope. And he thinks to himself: “Good that Rega exists. For others who need it.”

My friend is not aware that Rega flies more than 3,500 missions every year in connection with acute medical conditions like heart attacks or strokes. Or that the Rega helicopters are called out to accidents on the roads and at work almost 2,000 times a year. I do not wish to frighten anyone, but awareness is important: if somebody has a heart attack or serious accident, it is essential to get them to the nearest main hospital in the shortest possible time – it saves lives and helps to reduce the negative medical consequences. And this is where Rega, the direct route by air, plays a key role.

Very few people can safely say they will never suddenly need Rega. On their travels, at work, in their leisure time, on the roads, in fact even in hospital before or after an operation or a birth. Of course we all hope that we will never have to call on the Rega rescue helicopters and ambulance jets – and I wish that for each and every one of us. All the same, is it not good to know that Rega is standing by if we do?

I wish you many healthy walks and an interesting read, full of new insights into Rega and its activities.

A handwritten signature in cursive script, appearing to read 'Sascha Hardegger'.



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Medical advice in an emergency



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8

Everyone plays a part in making sure he survives



22

State-of-the-art technology on patient transports



16

Guiding the way through the clouds

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**Editorial team**

Sascha Hardegger, Editor-in-Chief |  
Ariane Lendenmann, Managing  
Editor | Maria Betschart | Karin  
Hörhager | Philipp Keller, Picture  
Editor | Wanda Pfeifer

**Additional contributors**

Federica Mauri

**Photos**

Karin Hörhager (pp. 4, 8, 9, 10, 12, 23) |  
Philipp Keller (pp. 2, 11, 14, 15, 23, 25) |

Thomas Lüthi (pp. 4, 13, 14, 26) |  
Christian Perret (pp. 1, 6, 7) | Markus  
Rieder (pp. 6, 16) | Iris Ritter (p. 21) |  
ARS (p. 28) | Shutterstock (p. 30) |  
Other (p. 7) | Rega Photo Archive  
(pp. 5, 24)

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## Encounters

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**Knowledge** Here you can find some interesting facts and figures relating to the theme.



**Online** Further details or even a visual titbit are available online via the given link.



**Additional information** More on the topic that we would like to share with you.

- Visit us at our website [www.rega.ch](http://www.rega.ch) or on [www.facebook.com/reg1414](https://www.facebook.com/reg1414).

## Horizons

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# Take off

In brief

## When rescuers need to be rescued themselves

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Safety is not simply a watchword at Rega. "Mission first, safety always" – thanks to this motto, Rega helicopters have remained accident-free for 15 years. So we were deeply shocked at the end of February when three Rega employees were injured when a Rega helicopter from the Erstfeld base made a hard landing. We are very relieved that they are all now well on the way to making a full recovery. And we would like to take this opportunity to thank all those patrons who sent their best wishes.

## For all-weather rescues in Switzerland

Step by step, Rega is coming closer to its goal of being able to fly rescue missions no matter what the weather. In spring, it performed test flights at Dübendorf Airport with all-weather helicopters equipped with built-in de-icing systems. The greater weight of this larger-sized helicopter has an impact, among other things, on the downwash. For this reason, the effect of downwash on objects of everyday use was also specifically examined in the course of the tests.

► More on this topic from page 16



## Contadino missions on behalf of Swiss mountain farmers

During the rainy Alpine summer of 2014, Rega was called out particularly frequently to recover livestock that had become stranded or injured or even fallen to their death. Rega subcontracts these so-called "contadino missions" to commercial helicopter firms. The cost is covered by the farmer's Rega patronage if their insurance is insufficient. The emergency number for contadino missions: 058 654 39 40.

Further information can be found on our website at: [www.contadino.rega.ch](http://www.contadino.rega.ch)



## Open Day

After weeks of renovation work, the Rega base in Erstfeld is now sporting a fresh new look. On 13 June, from 10.00am to 5.00pm, we shall be opening our doors to celebrate together with you, the public. Take a look at our base, the modern extension and our helicopter fleet from close quarters. Awaiting our youngest visitors is our highly popular bouncy helicopter. We look forward to your visit! The next Open Day is planned to be held on 15 August 2015 at the Rega helicopter base in Basel.



### New ambulance jets for Rega

The question as to which aircraft type should succeed Rega's jet fleet in 2018 has now been solved: Rega is drawing on a tried and tested family of aircraft and purchasing three new Challenger 650 ambulance jets from Bombardier. From the outside, the new machine is hardly any different to the current Rega jet. However, the Challenger 650 has more powerful engines and a cockpit equipped with cutting-edge avionic technology. In addition, the cabin is quieter, which is of benefit to both patients and crew.

### The numbers in this issue:

**8,739**

patients were transported by Rega helicopter last year; almost every second one had to be flown to hospital as a result of serious illness.

**832**

accident victims received assistance from Rega crews in 2014.

**60**

new weather stations and webcams are being installed by Rega throughout Switzerland in order to come one step closer to implementing its vision of being able to carry out rescues in all weathers. To operate instrument flights, Rega's pilots need to have up-to-date weather information available at all times.

### In an emergency, Rega is there



Barry's services as a Rega ambassador have come to an end. In our latest commercial, his place has been taken by people who have been rescued by Rega relating their story. (D/F/I)



Find out why it makes sense to be a Rega patron.  
[www.meinerettung.ch](http://www.meinerettung.ch)



### Bikers protect themselves

Cyclists who want to protect themselves properly can now purchase a bicycle helmet (from CHF 59.-) from the Rega Shop. For the statistics on road accidents paint a gloomy picture: in 2014, there were more than twice as many fatalities among cyclists than in the previous year (29 persons). According to the Swiss Council for Accident Prevention bfu, one possible reason for this – besides the increase in traffic – is the stagnation in the number of cyclists wearing helmets around the 40 percent mark.

► Orders via the Rega Shop from page 33 or at [www.shop.rega.ch](http://www.shop.rega.ch)

### Rega is involved in modifying hospital helipads

Many hospitals in Switzerland are adapting their helipads in line with the standards laid down by the European Aviation Safety Agency EASA. Rega is participating in the restructuring work not only in the form of advice and expertise, but also by investing several hundred thousand Swiss francs every year. After the Ospedale Regionale Bellinzona e Valli, the new helipads on the roof of the Swiss Paraplegic Centre in Nottwil (LU) and Schiers Hospital (GR) were inaugurated.



# Every minute counts!

**The extent of the collision is clear to see even before the helicopter has landed. A road accident pushes not just the Rega crew to the limit.**

8





832

accident victims received assistance from Rega crews in 2014.

10

If mission partners call out Rega to the accident scene, it generally means that the situation is very serious.

The rotor blades of the Da Vinci helicopter are still turning as emergency physician Barbara Althof climbs out, hauls her medical backpack onto her shoulder and strides quickly towards the scene of the accident. Paramedic Markus Rieder – likewise loaded with medical material – follows her. Even during the approach flight it was clear to the Rega crew that for this mission, every minute counts. Two cars have been involved in a head-on collision on a highway near Frutigen, in the Bernese Oberland.

From the air, the crew could see the firefighters working feverishly on one of the two vehicles. This is the car that the Rega emergency physician and paramedic head for first. “The view from the air already gives us a good idea of the situation at the accident scene. We are often able to give the police or later the doctors in the hospital valuable information on how the accident may have happened and the kind of injuries they can expect to deal with,” explains pilot Rick Maurer, as he shuts down the rotors and likewise climbs out of the rescue helicopter.

For the crew from the Wilderswil helicopter base – “Rega 10” as it is known over the radio – it is their fifth call-out on this beautifully sunny Saturday. They have been working without a break all day; the spinach pasta Barbara Althof had prepared for lunch has been left untouched in the kitchen for hours. They are hardly back from their last mission – the refuelling nozzle is still attached to the helicopter, the backpack just refilled with medical supplies – when the next call from the Operations Centre comes in by radio: “Primary mission. Road accident. Details in flight.”

#### An eerie silence at the accident site

Less than five minutes after the alarm, the Da Vinci is back in the air. The atmosphere in the helicopter is tense but calm, the crew ultra-focused. While a rescue helicopter is often the first and only means of assistance in rough terrain, traffic accidents are a different matter. Here the police, firefighters and ambulance service usually arrive at the scene first



and provide immediate assistance. If they then have to call on Rega, it generally means that the situation for the accident victims is very serious. Rega is called out to deal with traffic accidents around 800 times a year.

Two ambulances, several police and fire service vehicles, and the cars of the first people at the scene of the accident line the roadside. It is a terrible sight. The bonnets of the two collided vehicles are so badly damaged that they are unrecognisable; all that remains of the airbags are scraps of white material hanging from the cars. Shattered glass and pieces of metal are everywhere. A hastily opened first aid kit and its partly used contents lie next to the passenger side of one of the two cars. Petrol and oil are leaking from the vehicles – the firefighters are working to prevent them from bursting into flames. Other than the occasional shouts from the police, who are controlling the traffic and continually reminding passing car drivers not to take photos and to keep moving, the scene is eerily silent.

Rega pilot Rick Maurer reaches the accident site, places the stretcher with the vacuum



**Rick Maurer**  
40, helicopter pilot

“The view from the air gives us a good picture of the accident scene.”



**Back-up from the Rega base in Berne:** each helicopter can transport one seriously injured person.

mattress close to the accident vehicles and asks his crew colleague Markus Rieder for an update on the situation. Three people were injured in the accident. A father and his eight-year-old daughter had been in one of the vehicles. The father sustained serious injuries and has been taken to one of the ambulances for emergency medical treatment. His daughter is sitting just over to the side, on the back of a pick-up. Physically she seems to be in good shape; several people are with her and reassuring her. The driver of the other vehicle has not yet been freed from his car. The firefighters are working with heavy-duty equipment to sever the doors and roof from the main body of the vehicle.

**Medical care in the shortest space of time**

Emergency physician Barbara Althof is taking care of the trapped man. When she needs a cardiovascular machine to monitor his condition, she asks for her pilot’s help. Rick Maurer hurries to the helicopter and returns with the monitor in his hand. “As a pilot, I always stay a bit in the background at the scene of an accident,” he explains. “Then I have a good overview of the situation and can intervene if any of the helpers are in danger, relay the casualties’ details and maintain contact with the Operations Centre.” Naturally, there are some situations in which he also assists his crew colleagues with medical tasks. But there are usually enough helping hands at traffic accidents, he says, which is why it is all the more important for one person to have an overall picture of what ▶

**K Strong operational partners for Rega**

The first few minutes after an incident determine many aspects of a patient’s prognosis: a rapid medical response at the scene and fast, careful transportation to a suitable hospital allow definitive therapy to begin without delay. This reduces human suffering and improves the medical outcome.

For this to happen, it is essential that the links in the rescue chain work well together. Rega employs a team exclusively to take care of the needs of its operational partners, such as the ambulance, police and fire services. “It is important that our partners know what resources we have available and what our rescue helicopters can do, but they must also be aware of the limitations and risks associ-



ated with a 3.5-tonne aircraft,” explains Patrick Sieber, Head of Partner Training at Rega. He and his team organise bespoke theoretical and practical training sessions and operational exercises to pass on precisely this knowledge. The joint exercises do not just benefit the various partner organisations. Partners who are experienced in working with the Rega helicopters know how important it is that pilots are given reliable and accurate instructions and what medical equipment is available – a source of added value for the Rega crews, but above all for the casualties, who benefit from a smoothly functioning rescue chain.



**Time is critical where severe injuries are concerned:** after receiving initial medical attention, the patient is flown to Inselspital University Hospital in Berne as quickly as possible.

The two severely injured casualties are flown to Inselspital University Hospital in Berne within just 13 minutes.

is going on. Maurer hands the equipment to his colleague, updates the Operations Centre on the current status of the mission, and calls for back-up. A rescue helicopter only has space for one seriously injured person. In this particular case, two casualties with severe injuries have to be transported to Inselspital University Hospital in Berne as quickly as possible. By ambulance the journey would take 45 minutes, by helicopter a flying time of just 13 minutes – and time is critical where severe injuries are concerned. The crew of “Rega 3” from the Berne base are called out and they set down just a short time later next to the helicopter from Wilderswil.

**Team processing**

Finally freed from his vehicle, the badly injured driver is lying on the Rega stretcher, safely secured to a vacuum mattress and attached to a mechanical respiratory device. His injuries are serious. The task of the Rega crew now is to stabilise him as well as possible and swiftly fly him to hospital for further treatment. At almost the same time, the other Rega helicopter lifts off, heading towards Berne. The 8-year-old girl is also on board. She is to be given a thorough examination in hospital and above all stay with her father.

Back on the Wilderswil base, the first job for the crew of “Rega 10” is to prepare the helicopter for its next mission, replenish the medical supplies and update the mission

protocols. “After a long day, once we have dealt with all the administrative formalities, it is good to recap on what has happened in the course of the day,” says pilot and helicopter base manager Rick Maurer. “We tell each other how a mission was for us, what went well and what not so well.” The emergency physician generally calls the hospitals in the evening to find out how the patients are doing. “It is always good to hear if the casualties are starting to make progress and that we were able to contribute to that through our work. I hope the same applies to the three casualties from this evening.”

*Karin Hörhager*

► **More on the topic** of road accidents and what you can do to help the rescue services in their work from page 30.



**This equipment** is essential on all missions: [operations.rega.ch](http://operations.rega.ch)



**K Helicopter missions 2014**



# 24h Rega

Regula Steng, 30, mission coordinator at the Rega Helicopter Operations Centre

**One to two minutes are all Regula Steng has to get the details of an emergency over the phone. Then the flight coordinator quickly mobilises all the necessary rescue personnel and resources for the mission.**

“Any one of us could get into a situation in which we need urgent help,” says Regula Steng. “Awful things happen all the time, not seldom in the most adverse of places.” The 30-year-old should know better than most. As a Rega flight coordinator, she has to deal with the fate of casualties the way other people deal with the daily post. Accidents, medical emergencies, patient transports, missing persons are all part of her daily routine. On the best days, she goes home with the thought of a handful of positive outcomes. On the worst, a failed reanimation or recovery of a body.

The images she has of these incidents reach her through her ears, as if life were an audio play: she is the person who takes the emergency calls made to 1414. A brief exchange with the caller has to be enough for her to get a picture of what is needed to help the casualty. The key to her work lies in assessing the situation correctly over the phone so that the necessary steps can be taken for a rescue. “A farmer – alone on the mountainside, his leg half severed by a chainsaw – says he’s had a bit of an accident, a mishap.” Others call to report incidents that Steng passes on to the local emergency medical



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services. “The helicopters only go into the air when they are really needed.”

In her time off, which is as irregular as her working hours, the flight coordinator enjoys biking or inline skating. On account of her shift work, time with her husband sometimes come up a little short without good planning, she says, “but for all that, my job is really worthwhile and I’m never bored.” Every emergency call is unique – even if the missions become more similar with time and, after two

years working at the Rega Operations Centre, she has enough routine to cope with hectic fine-weather days with as many as 70 rescue missions. Good language skills combined with her professional background in tourism and as a flight dispatcher help her to stay calm, even when dealing with difficult rescue missions. “In our job we must keep a clear head all the time,” she explains. “I am expected to stay focused and always find a solution quickly – even if an injured person is just describing how many metres he has fallen down a rock face and suddenly passes out before he can tell me where he is ...”

*Ariane Lendenmann*



**Rega’s mission coordinators** answer emergency calls, mobilise the rescue services and organise the entire mission from the raising of the alarm to admittance to hospital.

Read more on page 14 ►

“The key lies in assessing the person’s situation correctly over the phone.”



6:30

14



9:42

▲ Localising the casualty: if the exact coordinates of the mission site are known, they can be transmitted directly into the cabin of the rescue helicopter via the digital dispatch system.

▲ Briefing at the start of the shift: What happened during the night? Which crews are still in operation? Significant incidents and pending issues are noted and passed on to the staff taking over the next shift.



10:53

▲ Situation analysis: these days, mission coordinators no longer consult maps on the wall, but on the computer screen. However, the questions remain the same: Where is the casualty? Which is the nearest available Rega base?



◀Do not disturb: the red lamp indicates that Regula Steng is dealing with an emergency call on the phone or coordinating the mission with a crew over the radio – both digitally and via the headset.

11:37

▶A new staff member is shown the ropes: the team at the Helicopter Operations Centre comprises 20 mission coordinators, working in a shift system around the clock. It takes at least a year before a new employee is competent enough to coordinate all the missions on their own.



15

13:40



15:15

▲ Irregular working times: with the shift system, the end of a working day can sometimes fall in the morning or afternoon. That gives the former roller skating athlete plenty of time to devote to her hobby.



### At the heart of Rega: the Operations Centre

Rega's Helicopter Operations Centre is where all the emergency calls from Switzerland are dealt with: **the flight coordinators answer emergency calls from seriously injured or ill people around the clock** and organise the fastest possible medical assistance by air. As soon as the alarm is raised via emergency number 1414, every minute counts. The flight coordinators get the most important details over the phone and then, depending on the circumstances of the incident and the flying weather, immediately mobilise the appropriate rescue personnel and resources. **They are constantly in contact with the Rega crews, and accompany each mission** from the time the alarm is raised to when the patient is admitted to hospital and the crew have returned to the helicopter base. A modern dispatch system means that they are constantly informed about each mission.



# Blue above, grey below

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## When casualties are above the fog but the medics below, instrument flight comes into its own.

The weather conditions on 21 January 2015, like so often in the cold season, are best described as “blue above, grey below”. The mountains are full of skiers happily pursuing their sport, while people who have stayed at home in the lower-lying regions are shrouded in a stubborn blanket of low stratus clouds. This kind of weather is a challenge for Rega helicopter pilots: helicopters still generally operate under visual flight conditions and flying through dense fog is prohibited for safety reasons – even on rescue missions. Under these circumstances, at best the pilots can take an alternative, indirect route; at worst they are forced to cancel or abort the mission.

Shortly after half past one in the afternoon, the Rega crew from Erstfeld are called out to their second mission of the day. A young skier has injured his back at the Hoch-Ybrig ski resort and needs to be transported to the children’s hospital in Lucerne. In good weather the

flight takes just under ten minutes. Not today, however. A blanket of fog is lying heavy over Lake Lucerne; flying through it is out of the question. To transport the patient by rescue sledge, aerial cableway and ambulance from the ski resort to hospital in Lucerne would take well over an hour. For a patient with an undiagnosed back injury and in acute pain, such a journey would be anything but pleasant.

The military airfield in Emmen turns out to be the solution for Rega pilot Stefan von Boletzky and his young patient. “Like most military airfields, Emmen has a permanent infrastructure for instrument-based approaches,” explains von Boletzky. He therefore decides to fly directly to Emmen and there switch from visual to instrument flight rules (IFR) to navigate the fog. Once below the fog cover, the journey to Lucerne can continue in safety. Sixteen minutes after lifting off from the ski region, the Rega crew deliver the 14-year-old casualty to the doctors at Lucerne Children’s Hospital.

Just a short time ago, this mission would have been impossible without detours and the associated delay in providing the casualty with medical care. It is only since the end of 2014 that all the Rega helicopters have been



**Rescues in all weathers:** The future of air rescue at [www.ifr.rega.ch](http://www.ifr.rega.ch)



retrofitted and certified for instrument flight rules. Almost 70 percent of all Rega pilots are already licensed to operate IFR flights.

The fact that Stefan von Boletzky already has his IFR licence is of benefit not just to the young patient from Lucerne on this particular day. Back at the base, the Rega crew is immediately called to its next mission. In the Sörenberg region, a skier has collided with some other people and also injured her back. It is already starting to get dark when the crew reaches the scene of the accident shortly after five o'clock. The casualty urgently needs to be transported to a main hospital, as the chance of nerve damage cannot be ruled out. The woman from Entlebuch must be flown to Lucerne Cantonal Hospital.

“We were extremely lucky that the Emmen airfield and therefore the air-traffic control were still operating so late that day on account of the World Economic Forum in Davos,” von Boletzky explains. “On any other day we couldn't have made this flight and would have been forced to head for another hospital further away.” Instead of Lucerne, von Boletzky's destination would have been Inselspital University Hospital in Berne – unfortunately the only hospital in Switzerland presently equipped for direct IFR approaches.



**Stefan von Boletzky**

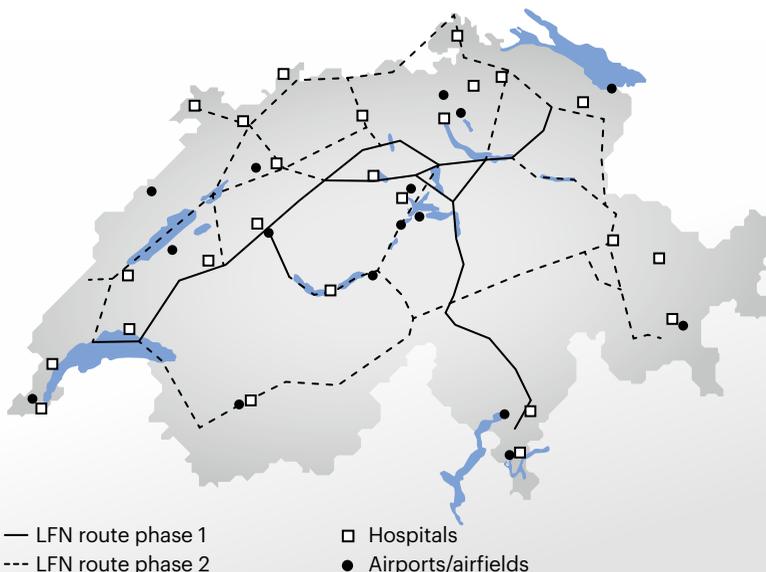
45, helicopter pilot

“Just a short time ago, it would have been impossible to perform this mission in this manner.”

If Rega and its partners, the Swiss Air Force and Skyguide air navigation service, have anything to do with it, this is soon to change. Together they are currently working, among other things, on establishing a network of IFR flight routes (see map below). In the near future, airfields with permanent IFR infrastructures, as well as hospitals and smaller airfields with specially designed approaches, are to be linked up with each other through this new satellite-based network. Rega pilot von Boletzky is looking forward to this step forward: “Then we will be able to safely fly our casualties to hospital by the fastest possible route, at any time and from any place.”

*Karin Hörhager*

## IFR low flight routes for helicopters



Thanks to satellite-based navigation, in future it will be possible to perform flights according to instrument flight rules independently of fixed installations on the ground. A project known as GNSS Low Flight Network (LFN) has been launched to enable such flights to become reality. The Swiss Air Force and Skyguide air navigation service have been working together with Rega for a number of years to develop this network and introduce the corresponding flight approach procedures. The idea is that the helicopter will fly by autopilot along a route stored in the on-board computer, rather like on a motorway. This procedure signifies a considerable increase in safety. These IFR flight routes in Airspace Echo aim to connect airports, airfields and in particular hospitals with each other.

# Flying blind

**In future, Rega wants to help even more people in distress. It has therefore launched a series of measures that will enable its helicopters to also be able to fly in fog and falling snow.**

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## Up-to-date weather data

To be able to fly according to instrument flight rules (IFR), up-to-date weather data needs to be available around the clock. Therefore Rega is investing in the installation of up to 60 new weather stations and webcams. The aim is that in future this information is transmitted directly into the cockpit. Ways are also being sought to enable Rega pilots to immediately take advantage of this virtually up-to-the-minute weather data.



## The Rega rescue helicopters

### REMICO (REga Mission COntrol):

Rega's modernised radio network and new operating devices in the helicopters allow better transfer of data between the Operations Centre and the cockpit. In future, the establishment of Rega's own weather stations will facilitate the transmission not only of the mission coordinates, but also the current weather data.

### Retrofit programme for the Da Vinci helicopters:

While the six Eurocopter EC 145 lowland helicopters deployed by Rega are already equipped with IFR-compatible cockpits, the mountain helicopters needed to be upgraded. The last of the 11 AgustaWestland Da Vinci machines was certified for IFR flights by the Federal Office of Civil Aviation (FOCA) at the end of 2014.





## The helicopter pilot



### Synthetic vision:

Synthetic vision systems allow pilots to “see” risks and obstacles even when visibility is poor. Rega had the opportunity to test such a system in autumn 2014 – as the basis for the possible future use of this technology in Rega helicopters.

### IFR training:

Helicopter pilots are required to undergo extensive training before they are authorised to perform instrument flights (IFR). Even after receiving their IFR licence, Rega pilots (and paramedics) have to complete corresponding exercises in the flight simulator every three months.



## The helicopter of the future

Within the framework of the evaluation of a possible successor for the fleet of EC 145 lowland helicopters, Rega is also exploring the possibility of purchasing an all-weather helicopter with a de-icing system. As such a system weighs around 100 kilograms, the helicopter must still be light enough to land on hospital helipads and at accident sites. Rega is therefore working with manufacturers to look for suitable solutions.



**Take a look** inside the AgustaWestland Da Vinci mountain helicopter:

[www.panorama.rega.ch](http://www.panorama.rega.ch)



# «UND AUF EINMAL STÜRZTE ICH KOPF- VORAN VOM VELO.»»



Hören Sie die Rega-Geschichte  
von Matteo Pio-Loce, 18, auf Mallorca.  
[meinerettung.ch/matteo](http://meinerettung.ch/matteo)



Jetzt Gönner werden.



# Opinion

Ernst Kohler

“We refuse to be made a scapegoat by the health insurers. They too have their contribution to make to air rescue.”



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Hospitals and rescue services in Switzerland are financed by tax payers and health insurance premiums. On the present legal basis, for example, the cantons finance at least 55 percent of hospital operations. The remainder is covered by the insurance providers.

In Rega's case, the State and the tax payers pay nothing. Rega is entirely privately run and is sustained by its patrons, who assume over 60 percent of its total costs. They have been ensuring for decades that Rega is able to provide rapid medical assistance from the air. Their support is growing all the time: in 2014, Rega was fortunate to gain a further 38,000 new patrons.

While our patrons continue to reliably play their part, Rega's "second pillar" is threatening to crumble: some health insurance providers feel that the tariffs agreed with Rega in 1996 are too high and have terminated their contract – disregarding the fact that there has been no adjustment for almost 20 years. By way of comparison, healthcare costs have risen by more than 50 percent in the same period.

The position of these health insurers is untenable. In effect, the tariffs ought to be raised. It is not only the costs in healthcare that have risen; aviation too has become more complex and expensive, and the demands on modern air rescue are generally greater than in the past. The old tariffs are no longer appropriate.

Behind closed doors, the health insurers know it too.

If the health insurers win on this issue, it will put the financing of air rescue in Switzerland at risk in the medium term. That would be self-defeating: the professional rescue services, among them Rega, make a major contribution towards avoiding costs. The fate of a heart attack victim, for example, can be influenced dramatically if he or she is given emergency medical care and transported to a suitable heart centre as quickly as possible. This is often done by helicopter. If the same patient is later able to return to work, that saves the economy hundreds of thousands of francs. Not to mention the human tragedy, which is impossible to measure in monetary terms. The price to pay for this achievement is minimal: of every 1,000 Swiss francs spent on healthcare, 80 rappen go towards air rescue.

While we fully appreciate that rising costs in healthcare are forcing the sector to look for potential savings, we intend to do everything in our power to protect Rega, which already receives 60 percent of its funding from its patrons, from being made into a scapegoat by health insurers. They too have their contribution to make towards providing a strong air rescue service – one from which they ultimately also benefit.

**If the health insurers win on the issue of costs, it will put the financing of air rescue in Switzerland at risk in the medium term.**



**Ernst Kohler**

52, has been CEO of Rega since 2006. The former airport manager and mountain guide has four children and lives in the Lucerne region.

# High-tech medicine in the air

22 **Rega wants only the best for its patients – no matter where or when. Three examples show how it may not be easy to get high-tech medical equipment airborne, but it is always worth the effort.**

Rega comes to the assistance of people in need all over the world. Whenever an emergency call comes in to the Rega Centre at Zurich Airport, a tried and trusted process begins. For example, repatriations from abroad are always preceded by thorough medical clarifications. In consultation with the flight coordinators, the medical consultants decide whether repatriation is necessary, and if so, when and how it should take place. If the decision is made to fly someone suffering from an acute medical condition home on one of Rega's three ambulance jets, the flight coordinators draw up flight plans together with the dispatcher, organise transports and ground ambulances on location, mobilise the crew and brief them shortly before departure on all the details of the forthcoming mission.

In effect, Rega could just sit back and be content with these established routines. Why change something that works? However, the desire to make the status quo even better and come up with innovative ideas is something Rega employees have in their blood. And it is

not only the processes in the Operations Centre that are reviewed and optimised on a regular basis; in medicine, too, the flight physicians and nurses are constantly looking for even better, gentler and more comprehensive ways of helping critically ill patients.

#### **Safely cocooned in Rega's transport incubator**

There have been many examples of medical innovation at Rega over the years. In the last issue of our "1414" magazine, we reported on the story of little Daris. Nine months ago, when he was just a few days old, the premature baby was flown to Switzerland in Rega's brand new transport incubator and helped to write Rega history in the process. Paediatrician and project leader André Keisker remembers this particular mission very clearly: "We were concerned for our tiny patient, and at the same time there was a certain amount of tension as to whether everything on the technical side would work as ►



#### **For supporting the cardiovascular system**

The **intra-aortic balloon pump (IABP)** is a device used in emergency medicine to assist patients with cardiac insufficiency – for example, after a heart attack – by improving circulation and oxygen supply to the cardiac muscle.

**Extracorporeal membrane oxygenation (ECMO)** is an intensive care technology whereby a machine provides partial or full respiratory and/or cardiac support to the patient.



**High-tech for newborns:** Rega physician Dr. André Keisker (at the top of the ramp) accompanies premature baby Daris on the first flight with Rega's brand new transport incubator.



**Flying intensive care unit in the helicopter:** highly complex machines such as the ECMO allow the transport of even critically ill patients.



**Innovation for highly contagious patients:** the isolation unit ensures swift, safe and seamless transport between hospitals.

**2010 marked the premiere; now special transports of critically ill patients using ECMO devices is routine practice at Rega.**

we had prepared for and planned. When you are dealing with an investment project on this scale, you have to consider every eventuality, which makes it all the more thrilling when the first mission has been completed successfully.” Still novel, unusual and untested on this mission in August 2014, this machine has now become a standard piece of equipment: the new transport incubator has since been used on no fewer than ten jet missions.

**Heart and lungs controlled by a machine**

Other special medical transports are also part of Rega’s standard repertoire. Missions with cardiovascular machines are one example. Extending and improving the possibilities of transporting critically ill patients have long been a central issue for the Rega medics responsible. It was on the initiative of Rega’s Medical Director Roland Albrecht that in 2008 Rega invested in its own intra-aortic balloon pump (IABP), followed shortly afterwards by two ECMO machines for extracorporeal membrane oxygenation (for a definition of these terms, see the box on page 22). At the end of January 2010, Rega celebrated a world premiere when it undertook the first transatlantic flight with the ECMO machine.

Flying missions with the two cardiovascular units on board the spacious ambulance jets has long been routine, but it is only since 2013 that the smaller of Rega’s two helicopter types – the AgustaWestland Da Vinci – has also been

able to operate ECMO missions. “Projects like this always present three main challenges,” explains Roland Albrecht. “Obtaining the necessary certification to use these devices on board aircraft; developing the appropriate transport concepts that regulate the procedure during a mission; and, not least, installing the equipment safely and compactly on board Rega’s three different aircraft.” In the end, it all comes down to ensuring that patients – whether they are transported by ambulance jet or rescue helicopter – receive the same high quality of medical care.

**Highly contagious diseases**

Rega’s Medical Director knows what he is talking about. As recently as the beginning of this year, Rega was able to put its latest new resource into operation: the so-called patient isolation unit. The PIU enables Rega to transport patients with highly contagious diseases from hospital to hospital without interrupting the isolation conditions. This special piece of equipment is also compatible with all the Rega rescue aircraft, as well as with the transport systems in ambulance vehicles.

Rega was prompted to work with various partners on developing a PIU for air-assisted transport by the Ebola epidemic in West Africa last summer, Albrecht explains. “We didn’t develop the isolation unit and corresponding transport concept solely for the Ebola virus, however, but for transporting contagious



**Rega in operation** with the transport incubator:  
[www.daris.rega.ch](http://www.daris.rega.ch)

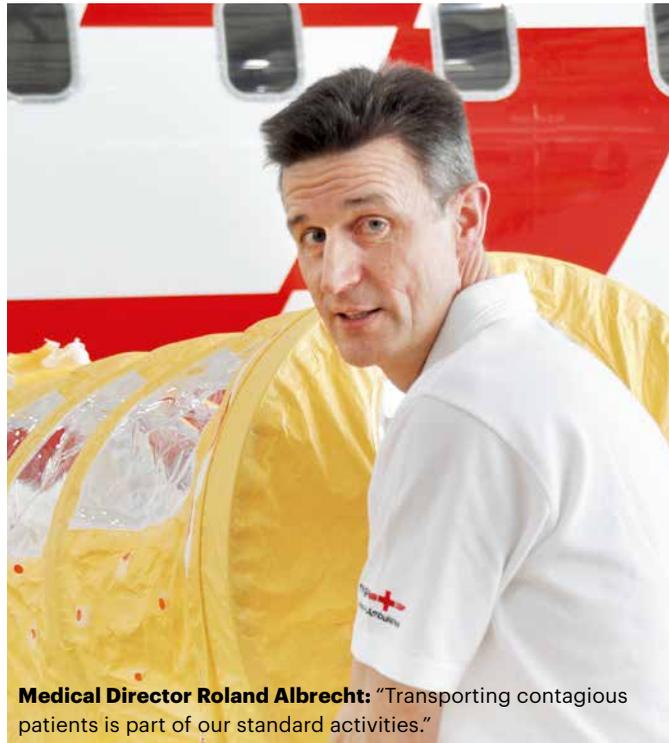


patients in general. After all, this is one of Rega's standard activities."

After several training missions to perfect handling and procedures, the PIU was first used on a mission on 17 February 2015. A specially trained crew – comprising four pilots, a physician, an intensive care nurse and a supervisor – repatriated a British doctor, who was potentially infected with the Ebola virus, from Sierra Leone to her home country. Helping people who help others is something very close to the Rega Medical Director's heart: "Contagious diseases or epidemics like Ebola are problems that affect the whole world. So it is all the more important that we offer the volunteers who are helping on the ground the possibility to be evacuated in an emergency."

It is likely to be a while before missions with the PIU – like those with the transport incubator or ECMO/IABP machines – become standard. Thankfully, catastrophic outbreaks of contagious diseases like the one in 2014 in West Africa are few and far between. All the same, it is good to know that Rega is at the ready and well equipped to take on new challenges.

*Karin Hörhager*



**Medical Director Roland Albrecht:** "Transporting contagious patients is part of our standard activities."



## New transport concept for highly contagious patients

**"We practised every single procedure until each movement was just right.** We knew exactly what we had to pay attention to when putting on our protective clothing, and went through the procedure of transferring the patient into the new patient isolation unit (PIU) over and over again. **Even the procedure at the destination airport was strictly regulated – from cordoning off the disinfection zone to positioning the fuel tanker to disposing of the waste.** Nevertheless, on 17 February of this year we were all rather tense. Would our first mission with the PIU go off as planned? What was awaiting us on location?

We knew that in Sierra Leone it would be hot and humid. That meant it could quickly get to 40 °C and over inside the protective suit. I prepared

my body to cope with such excessive temperatures by means of endurance training, and thanks to autogenic training I was aware of how strong I was mentally.

However, at the airfield in Freetown, it was not just the humidity that we had to contend with. Helicopters were constantly circling close over our heads, it was noisy and windy, and we were always under observation. It was not an easy task to fully concentrate under these conditions. Nevertheless, our transport concept proved its worth amazingly well. **Each step was ordered and monitored by the Rega supervisor in strict accordance with the regulations. As a crew member, I felt optimally protected at all times.**

On earlier transports with highly contagious patients, we had to

wear protective clothing throughout the flight and afterwards spend a lot of time and effort disinfecting the jet. Now, once the patient is safely enclosed in the PIU, we can remove our protective suits and move about freely in the jet. **The patient remains in this transportable protective tunnel from when they enter the plane to when they are delivered to the destination hospital. That is very reassuring for everyone involved."**

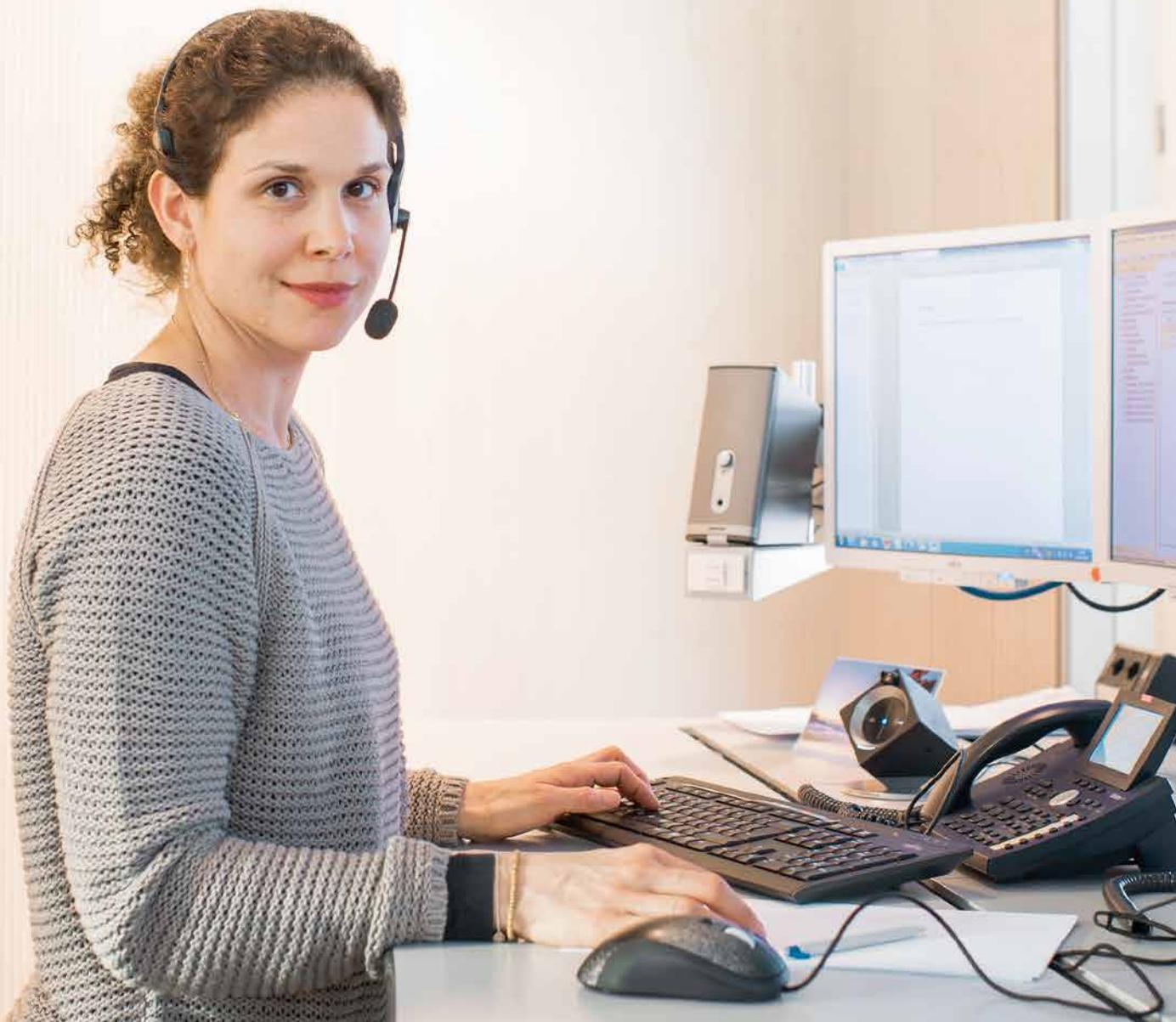


**Dirk Räber**  
45, intensive care nurse at Rega

“Sometimes I wish  
I could see down the  
phone line.”

**When Swiss patients require Rega’s assistance abroad,  
medical consultant Dr. Gwendolin Zehnder is often on  
the other end of the phone.**

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**Gwendolin Zehnder, you work for Rega as a medical consultant. What kind of situations are you confronted with on a daily basis?**

It differs a great deal. Our job is to find solutions for people who have had a medical emergency abroad – it can be anything from a broken leg to a serious illness – and need to be returned to Switzerland for further treatment. We remain in constant contact with the patient, his or her relatives and the attending physicians. We try to get as detailed a picture as possible of the situation on location. And then we decide with the flight coordinators when the transport will take place, whether the patient should be transported in a sitting or lying position on a scheduled flight, or whether to dispatch one of our three Rega ambulance jets.

**What happens in the case of less serious medical problems?**

Then we offer help over the phone. We often advise travellers or Swiss expatriates who have encountered some health problem and would like to discuss with a Swiss doctor what to do next.

**Are there certain precautions I can take before travelling abroad to avoid any nasty surprises?**

Before you set off, find out the key information about possible diseases and vaccination requirements for your destination. Then put together a first aid kit to take with you. Apart from a Rega patronage, we always recommend that travellers take out travel insurance. If you have an existing medical condition, you should talk to your doctor about

your choice of destination and make sure you have enough medication with you. If you do take medication, it is also advisable to take along an up-to-date medical report.

**What if I get ill or have an accident abroad, in spite of all my preparations?**

In our experience, travellers often wait too long before seeking medical assistance abroad. If you are unsure, do not hesitate to contact Rega on +41 333 333 333. If necessary, we will then refer you to a

doctor's surgery or hospital locally, but continue to assist you afterwards as well. We contact the attending physician and "translate" the diagnosis

into your language, for example. If necessary, we consult specialists in Switzerland for their opinion so that we can give you the best possible advice. If you have to be repatriated, the Rega staff member accompanying you stays with you until you are admitted to the destination hospital in Switzerland.

**What are the problems of telephone consultations?**

Sometimes it is difficult to make a diagnosis without a visual picture and a chance to examine the patient in person. If anything is unclear, discussing it with my team colleagues is always very valuable. In many cases, it also takes some detective work on our part to even get the doctor in charge on the phone. That calls for a lot of patience and sensitivity towards the cultural differences of a country. At the same time, it is precisely these differences in mentality that are so fascinating.

Dr. Gwendolin Zehnder, 38

**“If you have a medical problem abroad, don't wait too long before seeking our advice.”**



**Medical clarifications 2014**

Medical advice

1,545

Repatriations by ambulance jet/scheduled aircraft

1,143

Total no. of patients 2,688

How I would sometimes love to be able to see down the phone line when it's all happening at the other end ...

**And what if a patient is not fit enough to be moved?**

Then we have to weigh up the risks of repatriation against the quality of the medical infrastructure wherever the patient is. Our ambulance jets are equipped like a flying intensive care unit, but the options are still limited during a flight. However, if the conditions in the foreign hospital are very poor, we are more likely to consider transporting the patient home.

**How do you deal with tragic cases?**

Even though we are confronted by it on a daily basis, we by no means become hardened to the fate of the individuals we deal with. It helps for us to process our experiences as a team – and for me on a personal level to spend time with my family. The good thing about our work is that it is so rewarding. The moments of gratitude are what prevail at the end of the day.

Interview: Wanda Pfeifer

# Rescue with luck in his rucksack

**Against all odds, a canyoning adventure in Ticino ends well for a young German: the turbulent water sweeps him away, washes him into a cave and only releases him two days later.**



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## Val d'Ambra (TI), 15.08.2014

A sunny Friday afternoon in mid-summer 2014. Heavy rainfall has caused the Rierna River in the Val d'Ambra to swell dramatically. Nevertheless, the 23-year-old and his friend make their way into the gorge. But on their trip down the river, they lose sight of each other. When the young German fails to appear by the evening, his companion raises the alarm.

A large rescue troop is mobilised. They search the entire course of the river without success. For two days and nights, 27 mountain rescuers from the SAC, several canyoning specialists, rescue divers from the lake police service and the helicopter crew from the Rega base in Locarno search for the missing person. A piece of his rope, which the rescuers find on the riverbank, and the high levels of the Rierna offer little hope of finding him alive.

**Giovanni Beldi, paramedic**  
 "The canyoner was overcome by the floodwaters and swept away."

Then suddenly he turns up right before his rescuers' eyes – completely unharmed. "The canyoning enthusiast had been overpowered by the water in the section of the river above Personico and swept away," relates Rega paramedic Giovanni Beldi. "He was washed up to a niche in the rock at the bottom of a seven metre high waterfall, and had to sit it out there until late Sunday morning." Only after the high water had receded was he able to free himself from his uncomfortable position.

However, the efforts of the rescue troop were not in vain. "The young man found a rucksack packed with food and spare clothes belonging to one of the rescuers, which had been swept away by the water in the course of the search operation and washed up to exactly the same place on the rock where he had taken shelter."

Federica Mauri

## Hypothermic tourists saved

**Grindelwald (BE), 31.3.2015** Two mountain hikers from the Middle East lost their way on the First mountain in Grindelwald. They contacted the police, but could not make themselves understood. With the help of an interpreter, the Rega Operations Centre located the two hikers and flew them to hospital, where they were treated for hypothermia.

## Mission due to an apple

**Avully (GE), 25.4.2015** "Rega 15", Rega's partner base in Geneva, had to fly a man to hospital who was close to suffocating. A piece of apple had become wedged in his throat and he could scarcely breathe.

## Combined flight

**Zurich (ZH), 22.4.2015** Prudent planning saves costs: on a mission with the ambulance jet to Naples (Italy) for a patient suffering from cancer, a second patient could also be repatriated by making a short detour to Lamezia, in southern Italy.

## **K** The Rega year 2014 in figures

Rega's Operations Centre organised

**40**  
missions per day.



**1,143**  
patients were repatriated on board an ambulance jet or scheduled airline.

**1,306**  
transports of injured or dead cattle were arranged by Rega on behalf of Swiss mountain farmers.



The helicopter crews were called out **990** times to deal with accidents at work.



# Knowledge

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## What you can do to provide the rescue services with the best possible help after a road accident.

17,803 accidents involving personal injury occurred on Swiss roads in 2014, according to the Swiss Federal Statistical Office. Those lucky enough never to have been a victim themselves had been witness to a road traffic accident at least once, the report revealed. Whether the first to arrive on the scene or an uninvolved

road user, everyone can do their bit to ensure that rescue work has the maximum chance of success.

### As a first aider at the accident scene

When it comes to rescue work, personal safety takes top priority – not just for laypeople but for the professionals, too. Even the best rescuers

are no use if they are injured in their attempt to help or put others at even greater risk by acting impulsively. If you find yourself at the scene of an accident, the golden rule is to stay calm and try to instil the same sense of calm into the people involved and any bystanders. The following thought may help you to overcome the nervousness you are bound to feel in any emergency situation: generally speaking, the worst has already happened. And always remember the Rega crews' credo: "If you're under pressure, take it slowly."

First get a picture of what has actually happened. Try to identify and eliminate any potential dangers. Look out in particular for any risks to the victims, helpers or bystanders. Potential dangers include fire, explosion, falling, or moving traffic. Already try from a distance to assess the situation: the cause of the accident, the casualties' circumstances,

### **K** How can I help at the scene of an accident?

- 1 Your own safety is top priority!** Stay calm, park your car safely at the side of the road, switch on your hazard warning lights and put on your safety jacket. Carefully get out of your car and place your warning triangle in the road (distance in a built-up area 50m, out of town 100m).
- 2 Get an idea** of what has happened, how many people are injured?
- 3 Raise the alarm** by calling the police 117, fire service 118, emergency medical services 144 or Rega 1414.
- 4 Assess the situation.** If there is no danger (from other traffic, falling objects, flammable substances), approach the accident vehicle.
- 5 Assess any dangers to the injured person.** Is there any risk of the vehicle falling, catching fire or exploding? If not:
- 6 Assess the injured person's condition** and perform first aid accordingly.

the injuries and any sign of an acute medical condition. When you have this information, call one of the emergency numbers. You can now take a closer look at the situation and – as long as there are no immediate dangers – approach the vehicle involved in the accident and the injured people.

**When you see a blue flashing light**

Swiss traffic regulations state that all road users must give way to ambulance, police and fire service vehicles with a blue flashing light and siren – regardless of traffic control by light signals. So far so good. But in all honesty, do you really know what you are supposed to do as a car driver in the event of an accident? Whether you find yourself in a tunnel or on a motorway, we have compiled the most important information on the correct way to respond to a blue flashing light (see box below) so that you know exactly what to do the next time you hear a siren on the roads.

**Rega tip**

*“If you’re under pressure, take it slowly.”*

**Dangerous behaviour**

Even as laypeople, there are various things we can all do to help the rescue services – and thus ultimately the accident victims. That applies whether we are the first to arrive on the scene and raise the alarm and administer first aid, or uninvolved road users who, by behaving correctly, help to ensure that the rescue services can get to the scene unhindered.

Regrettably, there are always people who – whether consciously or unconsciously – compromise the safety of those involved in an accident. Rubberneckers, onlookers or would-be reporters drive slowly past the scene, sometimes even stopping to take photos on their mobile phones, images which increasingly frequently turn up on news websites or social media platforms. This is

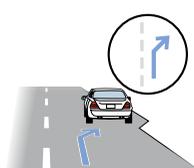
not just a morally very questionable activity; it is also dangerous and, depending on the circumstances, may be punishable by law. We urge all our readers to heed this advice: if you come to the scene of an accident, please keep moving, concentrate on the traffic, and do not reach for your smartphone. These are the ways you can make a valuable contribution to road safety and help the rescue services at the scene to in turn help those who are injured.

We wish you safe travels and summer months filled with sunshine.

*Karin Hörhager*

► **You can find more on this subject** in our first-aid guide, “Erste Hilfe leisten – sicher Handeln”, available in German, French and Italian from the Rega Shop (from page 33) or at [www.shop.rega.ch](http://www.shop.rega.ch)

**K What to do when you see a blue flashing light and hear a siren**



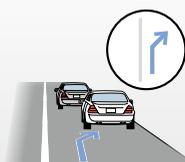
**General:** As soon as you hear a siren, look for an opportunity to pull over to the right-hand side of the road, or in exceptional cases onto the pavement, and stop. If this is not possible, carefully carry on driving but never change lanes.



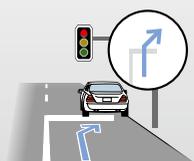
**In congestion on a multi-lane road:** Make a space between the left-hand and right-hand lane for the approaching emergency vehicle. The sole purpose of the hard shoulder is as a place to pull over in the event of a breakdown. It is not an overtaking lane or a stopping place for cars that are technically in working order.



**In a tunnel:** If it is not possible for you to move over to the side, carry on driving at normal speed. An emergency vehicle will not overtake you in a tunnel with oncoming traffic. Avoid stopping in the lanes of a tunnel.



**On roads or in congestion with a solid line:** Move over to the right-hand side of the road (in exceptional cases onto the pavement) and stop. Make enough space for the approaching emergency vehicle to pass; for safety reasons it will not cross the solid line.



**First vehicle at a red light:** Even if the traffic lights are at red, drive a few metres forward and stop on the right-hand side of the road. Passing the red light in this instance is permitted and is not a punishable offence.



# Rega unterstützt J+S-Anlässe – ein Engagement für die Jugendförderung



Unsere Werte, unser Handeln wie auch unsere breite Verankerung in der Bevölkerung basieren auf dem Solidaritätsprinzip. Mit dem J+S Engagement möchten wir insbesondere jungen Menschen etwas zurückgeben:

Die Teilnehmerinnen und Teilnehmer eines Jugend und Sport-Anlasses gelten für die Dauer der Aktivität als Rega-Gönner.



# Rega Shop

Diverse fan articles, practical items  
and five new products

OUR  
HIGH-  
LIGHTS

NEW



## 1 Uvex city i-vo bicycle helmet 119.—

The all-rounder uvex i-vo helmet protects your head from potential dangers when you are out and about on your bike. Made in Germany in the proven, first-class uvex quality, featuring in-mould technology (inseparably bonded shell with EPS inner layer and polycarbonate external layer).

- Shell sizes: 52–57 cm (S) and 56–60 cm (M)
- Uvex IAS size adjustment system ensures a perfect fit
- 24 air vents
- Removable and washable interior pads
- Removable visor
- Bug protection netting
- Reflective stickers and straps
- Complies with standards EN 1078/TÜV GS/CE
- Weight: 225 g (S) or 250 g (M)

► **Extra:** includes a removable LED lamp

## 2 Child's bicycle helmet 59.—

The uvex kid 3 helmet protects children's heads when they are out on their bikes, boards or skates. Besides the uvex IAS size adjustment system, an additional 10 mm thick pad is included to ensure that the helmet fits perfectly.

- Shell size: 51–55 cm
- Hard shell technology (injection moulded outer shell and EPS inner shell)
- Uvex IAS size adjustment system ensures a perfect fit
- Additional pad for extra comfort
- 10 air vents
- Reflective Rega stickers
- Complies with standards EN 1078/TÜV GS/CE
- Weight: 355 g



## BESTSELLER



### 3 "Traveller" multitool by Victorinox 112.—

Pocket knife, thermometer, altimeter and barometer all in one.

► **Free extra:** high-quality leather case



### 6 Headlamp 49.—

Robust, all-weather Rega headlamp from Mammut with LEDs. Choice of three brightness levels, as well as Alpine emergency signal. Adjustable headband. With a 100% water-tight pouch (also keeps out dust and sand).

- Four LEDs
- Light output 60 lumens
- Beam range max. 30 m
- Run time 80 hours in reading mode
- Run time 40 hours in working mode
- Run time 20 hours in hiking mode
- 3 AAA batteries included
- Weight 72 g (including batteries)



### 7 Sports sunglasses with high-quality lenses 149.—

The TN deluxe skiny sports sunglasses feature photochromic, polarised lenses that automatically adjust to changing light conditions. The Class 1 lenses are unbreakable. 100% UV protection up to 400 nm. Hightech frames made from high-grade material, flexible yet stable. The sunglasses weigh just 28 g. CE certified. Come in a protective case with a belt buckle and karabiner, as well as a microfibre pouch. Black. Further technical information: [www.TNSunglasses.ch](http://www.TNSunglasses.ch)

► **Special:** TN sunglasses Rega Edition

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### 4 DVD "Rega close up" 15.—

Swift medical assistance by air: what characterises Rega's rescuers and their day-to-day work? The 68-minute DVD documentation portrays scenes from everyday life at Rega. Available in G, F, I & E.

## CLASSIC



### 5 Baseball cap 15.—

Black with embroidered Rega logo. One size, adjustable. 100% cotton.

## NEW



### 8 Pocket hiking umbrella 49.—

This handy, lightweight hiking umbrella is perfect for when you are out in the snow, wind or rain. Thanks to its high-quality, state-of-the-art materials, it is stable, robust and durable, even in adverse weather conditions.

- Reliable automatic open/close frame
- Hard foam handle comfortable to the touch
- Nylon case with karabiner
- Material fabric: Teflon-coated polyester with double stitched seams
- Material frame: metal shaft, ribs made from fibreglass
- Colour: red, with safety reflectors on the outer corners
- Weight: 350 g
- Size: diameter 98 cm (closed 29 cm)



### 9 Daypack 79.—

The sporty day rucksack is equipped with an Airstripes system, allowing sufficient ventilation to the back. The main compartment is big enough to hold an A4 folder or file. Colours: anthracite and red, with reflective stripes.

- Anatomically shaped, padded shoulder straps
- Various inside and outside pockets
- Elastic cord holder on front
- Reflective bike lamp holder
- Detachable waist strap
- Material: nylon and Super-Polytex 330D
- Volume: 25 litres
- Dimensions : 46×33×21 cm (L×H×W)

► **Free extra:** foldable seat cushion with carrying pouch (33×33 cm). Polyester upper side, thermal insulating film on underside.



### 10 Trekking poles 69.—

The telescopic trekking poles from Komperdell ensure that hikers always have a firm footing when going up or down the mountain, and minimise stress on the hips, knees and ankles. The comfortable grip with adjustable strap band enables optional positioning of the hands and arms.

- Material: aluminium, 3 sections
- Power Lock II system enabling the length to be adjusted quickly and securely
- Easily adjustable neoprene strap band
- Removable trekking baskets
- Tungsten/carbide F pole tip
- Length: adjustable 105–140 cm, retracts to 70 cm
- Weight: 580 g/pair
- Guarantee: 3 years



### 11 Challenger CL-604 29.—

The twin-engine ambulance jet in a scale of 1:95, 22 cm, plastic. Collector's item (not suitable as a toy).



### 12 Eurocopter EC 145 29.—

Rega operates the EC 145 rescue helicopter at its lowland bases. Collector's item (not suitable as a toy). Scale 1:45, 22 cm, metal.



### 13 AgustaWestland Da Vinci 29.—

Rega's da Vinci rescue helicopter is specially designed to perform rescues in the mountains. Collector's item (not suitable as a toy). Scale 1:43, 27 cm, metal.



### 14 Remote-control model helicopter – Eurocopter EC 145 69.—

Easy to fly: remote-control Eurocopter EC 145 model helicopter in the Rega look, scale 1:72. Fuselage made of plastic. The coaxial rotor system with electronic gyro guarantees precise and stable flying indoors, as well as outdoors when there is no wind. Integrated 3.7V LiPo battery/50mAh. 3 frequencies, 2.4 GHz.

► **Extras:** LED searchlight with on/off switch

► **Information:** This not a toy; suitable for users aged 14 years and over





**Contents**

- Face shield (for protected mouth-to-mouth resuscitation)
- Tick removal card
- Sterillium hand disinfection wipes
- Antiseptic wipes for cleaning wounds
- Tear-resistant Nitril disposable gloves
- Waterproof spray plaster 21.5 ml
- Pouch containing adhesive plasters
- Graze and burn plasters
- Blister plasters
- Sterile compresses
- Coolfix cooling bandage 6 cm x 4 m
- Self-adhesive bandage 6 cm x 3 m
- Gauze finger bandage, 4 x 50 cm
- Set of wound closure strips 6 mm x 76 mm
- Knee/elbow pad for children
- Set with scissors, tweezers and safety pin
- Roll of adhesive plaster to secure bandages, 2.5 cm x 5 m
- Foil emergency blanket
- Storage container for medicaments
- First aid checklist
- External dimensions: 20 x 13 x 6 cm (L x H x W)
- Weight: 595 g

**15 Outdoor first aid kit 89.—**

The most important first aid items for outdoor use, compiled by Rega doctors. This set contains top-quality material (from IVF Hartmann) and is characterised by its innovative moist wound dressings. The case can be expanded by means of an extra zip, making room for additional products.

**Online Shop**

Place your orders in comfort and around the clock online via the Rega Shop.

[www.shop.rega.ch](http://www.shop.rega.ch)

**Orders by telephone or fax**

We would also be pleased to accept your orders direct via the following Rega Shop numbers.

Telephone orders **0848 514 514** Fax orders **0848 514 510**

**Terms and Conditions**

- Articles are available as long as stocks last.
- Articles can be returned within 7 days.
- A charge of CHF 8.80 is made per order to cover postage and packaging costs within Switzerland.
- Delivery abroad (Europe): Against advance payment only. A charge of EUR 30.- (CHF 30.-) will be made per order to cover postage and packaging costs. Any import charges (VAT, customs duty, etc.) are levied in accordance with the regulations of the destination country and are payable by the recipient.

The articles sold in the Rega Shop are of high quality and have been specially selected for our patrons. By purchasing an item, you are helping Rega to transport emergency medical assistance by air to people in distress 365 days a year.



**You can order Rega Shop articles through our online shop at [www.shop.rega.ch](http://www.shop.rega.ch) or by completing the order form and sending it in a stamped envelope to: Rega Shop, Postfach, CH-3076 Worb.**

Sender (please complete in block letters)

Ms  Mr

Family name \_\_\_\_\_

First name \_\_\_\_\_

Street/No. \_\_\_\_\_

Area code/Town \_\_\_\_\_

Tel. \_\_\_\_\_

Patron no. \_\_\_\_\_

Signature \_\_\_\_\_

**Thank you for your order.**

# For the youngest Rega fans

## 16 **Wooden Rega helicopter and jet** 15.— each



Destination nursery: the helicopter and jet in red & white Rega colours are made from maple wood and guarantee budding young pilots hours of fun. There is plenty to discover, feel and grasp: rounded contours, a movable propeller, rolling wheels. Recommended for children aged 10 months and over. Manufactured by Hape Toys, complies with European toy standards. Dimensions: 8.8×12.7×6.5 cm (L×H×W).

## NEW

## 17 **Kindergarten bag with jet or helicopter** 29.—

These kindergarten bags with a printed Rega helicopter or Rega jet motif have room for a healthy morning snack and a small drinking bottle. Robust, reflective metal fastener, adjustable strap. 2-year guarantee (Funke brand).

## 18 **Teddy bear** 29.—

With his removable helmet and overalls, the Rega teddy bear is well equipped to take every adventure in his stride and is never too tired to play. 30 cm high. Complies with CE safety regulations.



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For Globi articles, such as the jigsaw puzzle, colouring book, book and CD, please see the order form or visit our Webshop.

# Order Form

rega

No.	Article	Price (CHF)	Amount	Ref.
1	Uvex bicycle helmet S (52–57 cm)	119.—	_____	70011
	Uvex bicycle helmet M (56–60 cm)	119.—	_____	70012
2	Child's bicycle helmet Uvex (51–55 cm)	59.—	_____	70014
3	"Traveller" multitool by Victorinox	112.—	_____	90002
4	DVD "Rega close up", English	15.—	_____	20018
5	Baseball cap	15.—	_____	30033
6	Headlamp	49.—	_____	90062
7	Sports sunglasses	149.—	_____	90038
8	Pocket hiking umbrella	49.—	_____	90065
9	Daypack	79.—	_____	90045
10	Trekking poles	69.—	_____	90061
11	Challenger CL-604	29.—	_____	50003
12	Eurocopter EC 145	29.—	_____	50002
13	AgustaWestland Da Vinci	29.—	_____	50006
14	Remote-control model helicopter	69.—	_____	50016
15	Outdoor first aid kit	89.—	_____	90040

No.	Article	Price (CHF)	Amount	Ref.
16	Wooden Rega helicopter	15.—	_____	40028
	Wooden Rega jet	15.—	_____	40029
17	Kindergarten bag, helicopter	29.—	_____	40030
	Kindergarten bag, jet	29.—	_____	40031
18	Teddy bear	29.—	_____	40007
19	Globi colouring book	4.—	_____	40001
20	Globi jigsaw puzzle	29.—	_____	40021
21	Globi book, German	20.—	_____	40002
22	Globi CD, Swiss-German	17.—	_____	40004

### Enjoy the summer outside, see Webshop

Sleeping bag, lightweight	69.—	_____	30036
Inner sleeping bag, silk, orange	69.—	_____	30035

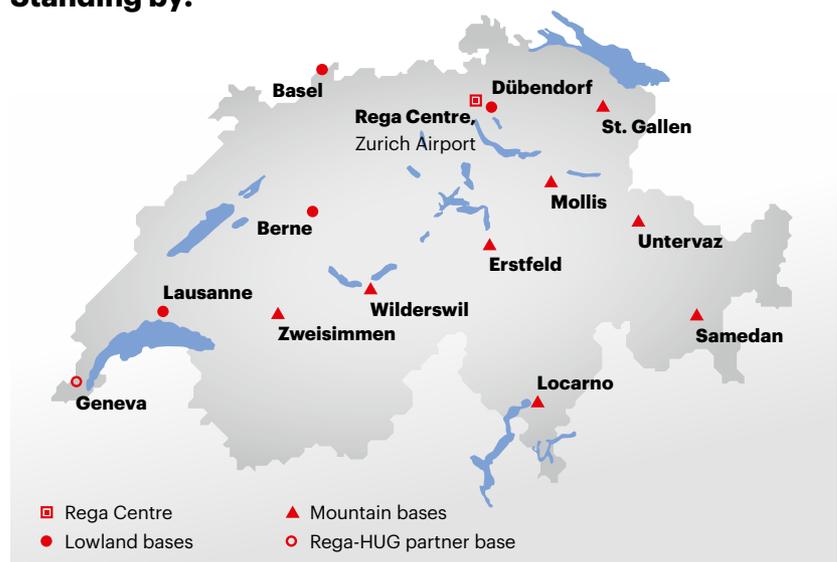
● New ● Bestseller ● Classic

For more articles in our range: [www.shop-rega.ch](http://www.shop-rega.ch)

# We are there for you!

**Never before have our services been so much in demand as in 2014: day after day, Rega transported 27 people requiring medical assistance. In an emergency, we are there for you, too. At any time, wherever we are needed.**

## Standing by:



### Well positioned to take off within a few minutes

For its missions in Switzerland, Rega operates 12 helicopter bases of its own, as well as the partner base Rega-HUG in Geneva. Our dense network of locations is such that one of our helicopters can reach the casualty wherever they are within 15 flying minutes. Rega's three ambulance jets fly from Zurich Airport to anywhere in the world where patients urgently need to be repatriated to Switzerland for medical reasons. Every year, Rega flies to a good 400 different airports in all corners of the globe.

#### Emergency numbers

Emergency number, Switzerland **1414**  
Emergency number, abroad **+41 333 333 333**

#### Patronage Centre

Matters concerning patronage  
Tel. Switzerland **0844 834 844**  
Tel. international **+41 44 654 32 22**  
Monday - Friday  
8.30 - 12.00 noon, 1.00 - 4.30pm

#### Rega Newsletter

[www.newsletter.rega.ch](http://www.newsletter.rega.ch)

#### Rega Shop

Tel. Switzerland **0848 514 514**  
Website **[www.shop.rega.ch](http://www.shop.rega.ch)**

#### Address for all queries

Switchboard **+41 44 654 33 11**  
Website **[www.info.rega.ch](http://www.info.rega.ch)**