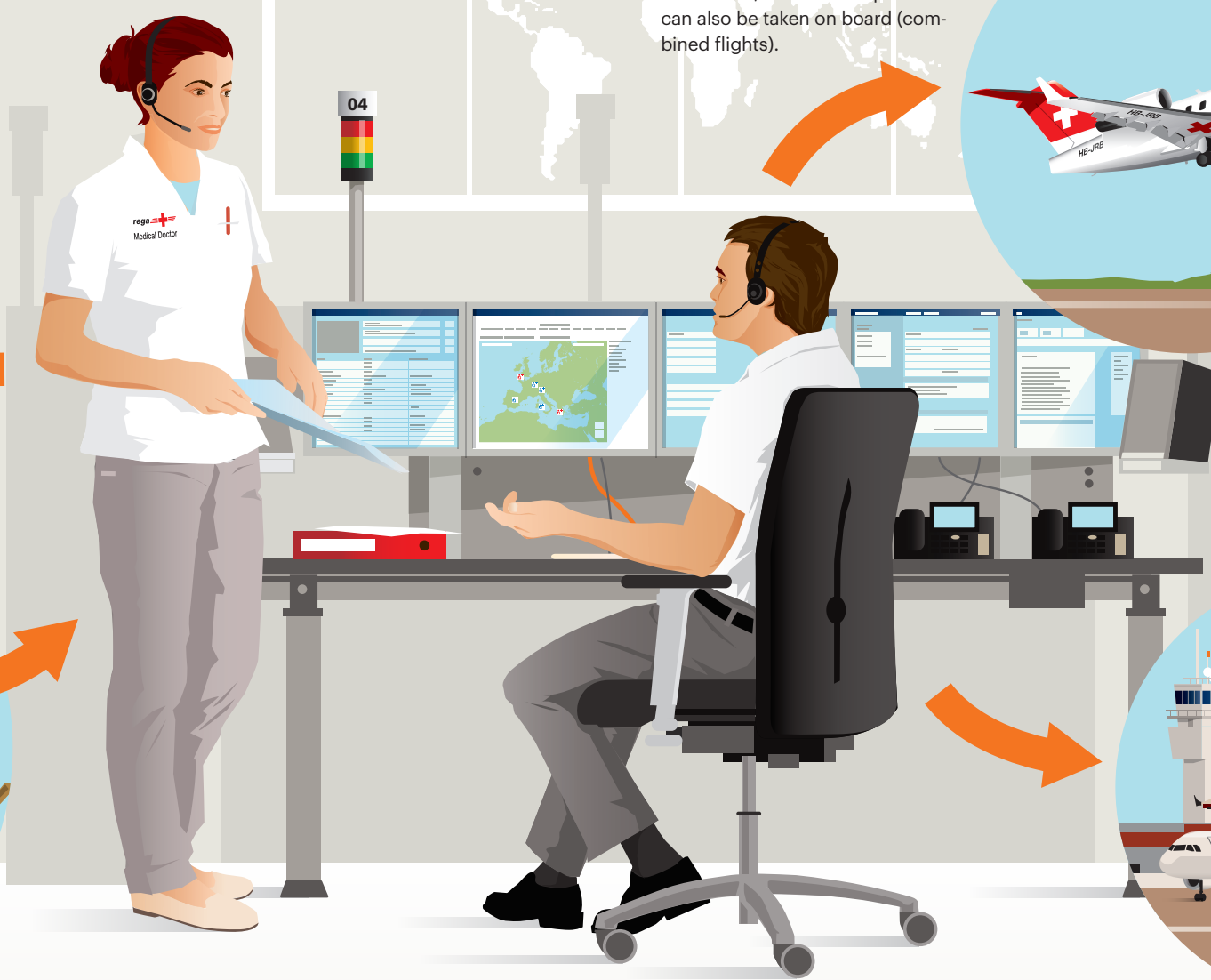


Emergencies abroad

Rega is there for you around the clock not only in Switzerland, but all over the world. If you have a medical problem while you are abroad, give us a call. In many cases, our medical consultants can help you over the phone. Or we will arrange for you to be flown home in a Rega ambulance jet or on a scheduled flight, under the professional care of a Rega medical specialist.

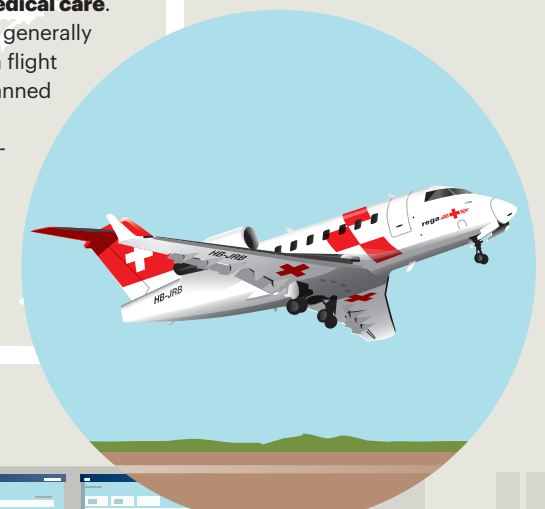
1 Medical advice over the phone

Travellers suffering from **serious illnesses or injuries** can contact Rega's medical consultants and flight coordinators **by phone around the clock**. They will give medical advice, provide addresses of local clinics and hospitals, or help to translate and explain medical diagnoses. However, **Rega does not provide emergency assistance abroad**. In the event of an accident or serious illness, you should **first call out the local rescue services, or contact the nearest doctor or hospital**. Only then should you call the Rega Operations Centre – for example, to help arrange for you to be admitted to a local hospital or **organise repatriation back home to Switzerland**.



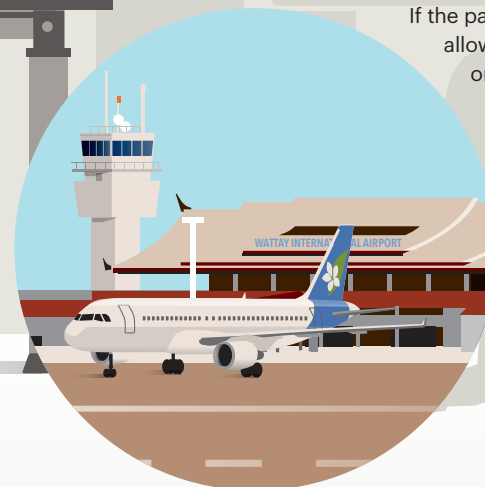
2 Repatriation by Rega jet

Seriously ill or injured patients are usually flown back home on one of **Rega's three ambulance jets** – particularly **if they require intensive medical care**. The medical crew in the Rega jet generally comprise a flight physician and a flight nurse. As these flights can be planned in advance, two or more patients can also be taken on board (combined flights).



3 Repatriation by commercial aircraft

If the patient's state of health allows, repatriation takes place on a scheduled flight – **accompanied by a Rega flight physician and/or flight nurse as needed**.



K Checklist when raising the alarm

- 1 **Contact person**
Full name, telephone number, e-mail address, availability
- 2 **Information about the patient**
Full name, date of birth, home address
- 3 **Patient's present whereabouts**
Address, hospital & ward, telephone number, e-mail address
- 4 **Doctor in attendance abroad**
Full name, language(s) spoken, telephone number, e-mail address
- 5 **Patient's condition**
Conscious? Mechanically ventilated? Suspected diagnosis?
- 6 **Cause**
What happened? When? Where?

Emergency number abroad
+41 333 333 333

Criteria for deciding whether repatriation is indicated

The welfare of the patient takes top priority. **The Rega medical consultant on duty decides whether repatriation is necessary** and whether it is the best solution for the patient. He discusses the diagnosis with the doctor on location and talks to the patient, their relatives and the patient's own GP. **In consultation with the Operations Centre**, he decides when and how repatriation should take place.

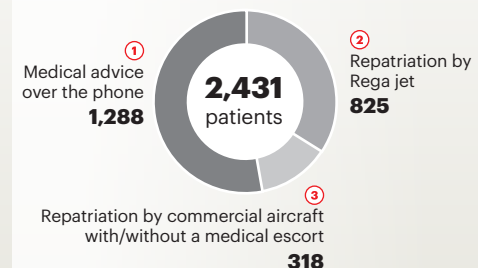
Decision criteria:

- therapy possibilities, medical facilities and hygiene conditions on location
- possible complications after an operation and the anticipated length of the hospitalisation, treatment and rehabilitation
- risk and reasonableness of a transport
- social reasons (people requiring care cannot be left to their own devices abroad).

Assistance offered to Rega patrons

Rega helps whenever and wherever it can. However, **repatriation cannot be guaranteed** – a mission can be prevented for medical, technical or operational reasons. As a token of thanks for patrons' support, **Rega will waive the costs of the services it has provided or organised on their behalf in accordance with the Conditions of Patronage**, provided that these costs are not covered by the person's insurance.

Emergencies abroad (Rega 2015)



Find out in our short video how Rega can help you abroad:
www.repat.rega.ch

