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Medical emergencies abroad

Tel. +41 333 333 333

In the event of serious medical problems arising while you are abroad, you can request assistance by calling Rega's 24-hour emergency number.

Contact Rega if you are abroad and require medical advice or medical treatment is inadequate or non-existent, in the following cases:

- serious injury
- serious illness
- deterioration of an existing illness

Rega is at your service to assist with medical emergencies that arise abroad. Its flight coordinators and medical consultants will provide advice and assistance:

- in **selecting the nearest suitable clinic** abroad
- in the case of **language difficulties** (translating the diagnosis, doctor-to-doctor contact)
- in the case of **issues relating to medication** (e.g. substitutes)
- in **organising the entire repatriation and transfer of the patient to the destination hospital**

Checklist for raising the alarm:

Emergency number +41 333 333 333

Please be ready to provide the following information:

Contact person	Full name, availability, phone number, e-mail address
Patient	Full name, date of birth, home address
Patient's present whereabouts	Address, hospital and ward, phone number, e-mail address
Doctor responsible abroad	Name, language(s) spoken, phone number, e-mail address
Patient's condition	Is the patient conscious? Being mechanically ventilated? Suspected diagnosis
Cause of illness/injury?	What happened? Where? When?

Based on the information provided, the Rega medical consultant decides whether repatriation is **medically justified**, and if so, **how** and **when** it should be carried out.

Seriously ill or injured patients are generally repatriated on one of Rega's three ambulance jets. If the patient's state of health allows, they are flown back home on a scheduled flight – accompanied and attended to by a Rega flight physician and/or flight nurse as required.

Rega helps whenever and wherever it can. However, repatriation cannot be guaranteed; a mission can be prevented due to 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.

Swiss Air-Rescue Rega
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8058 Zurich Airport, Switzerland
Tel. (switchboard) 044 654 33 11
Fax (main number) 044 654 33 22

