

Encounters A network for Switzerland How Rega's 14 helicopter bases and national air rescue coordination centre ensure that medical assistance by air swiftly reaches people in distress. **16**

Horizons Two patients on board One wrong step means an abrupt end to the summer holiday and repatriation in an ambulance jet for two injured men. **24**



Precision landing

Absolute precision is required when using the rescue hoist. What it takes to make sure these demanding missions go off without a hitch. **18**



View through the tail rotor of a helicopter: the three Rega jets are stationed in the hangar at the Rega Centre at Zurich Airport, where the rescue helicopters are also maintained by the aircraft mechanics.

“Rega cannot be taken for granted”



Karin Hörhager
Editor-in-Chief

Dear Reader

Did you enjoy your summer holiday? I was able to visit my friends and family overseas again after more than two years. One day we went hiking. Accompanied by a guide, we explored a canyon and walked in the footsteps of the Native Americans. After just under two and a half hours, we reached the end of the

canyon. Our guide was explaining something, turned round, stumbled, and broke his wrist and forearm. My first thought was: “Not a problem – take out your phone, open the app and get help”. But what works so well in Switzerland and gives a sense of security in such situations was not an option here in the south of the USA. We had to walk back the two and a half hours in a temperature of 38 °C and only then could we call for help by mobile phone. But it was not a helicopter that came: firstly, a helicopter was very far away and secondly, it is only used for “serious cases”. After more than an hour, an ambulance arrived and relieved our guide of his pain for the time being. Once again, I was reminded how fortunate we are in Switzerland to have Rega. When I told my friends that in the event of a medical emergency, Rega would also fly me from the USA back home to Switzerland, they were amazed – and once again I was proud of our Rega. An organisation that cannot be taken for granted.

We operate 14 helicopter bases throughout Switzerland to ensure that we can reach our patients swiftly in an emergency. You can read more about how our operational concept works on page 16.

I wish you an enjoyable late autumn and all the best.

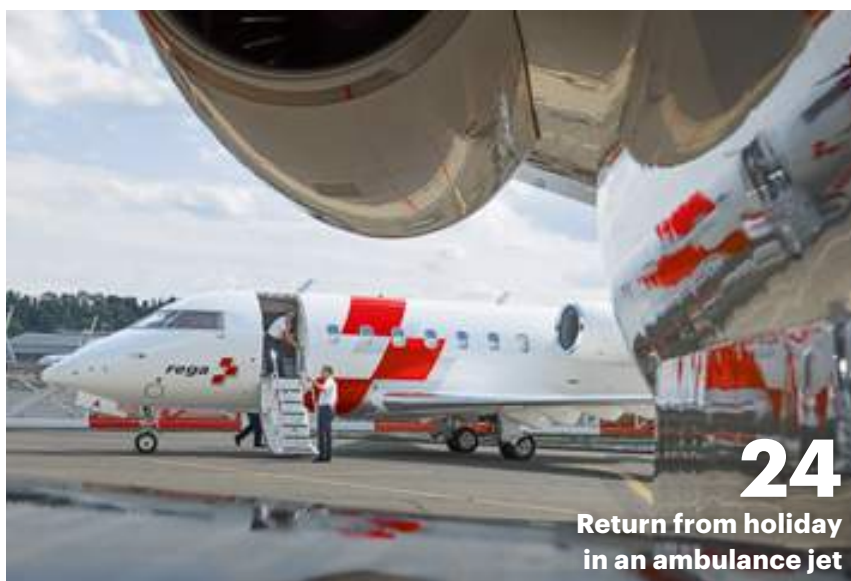
A handwritten signature in black ink, appearing to be 'K. Hörhager', written in a cursive style.

4



8

Rescue from the glacier during a ski tour



24

Return from holiday in an ambulance jet

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18

Training for an emergency with the rescue hoist



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.

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6 Take off into the world of Rega.

Encounters

8 A young woman falls 30 metres after losing her balance during a ski tour.

13 24h Rega with Kirsten Hannibal, who ensures that everything that patients and crew need is on board the Rega jet.

16 Rega's operational concept enables patients to receive medical assistance by air as swiftly as possible.

18 In focus: training the helicopter crews in how to use the rescue hoist.

21 Opinion on why it is worthwhile alerting Rega early on.

5

Horizons

22 In dialogue: senior paramedic Lukas Styger explains the training that new crew members undergo.

24 A wrong step while on holiday abroad: Remo Lack is filled with uncertainty after his fall on the island of Crete.

28 Mission report on the rescue of a mountain climber from a glacier crevasse.

29 Rega kids can win some great prizes – and have fun too.

Navigation

30 Knowledge on how to protect yourself against hypothermia.

33 In the Rega Shop you can find the complete range of the popular Rega articles.

Take off

In brief

6



Federal Councillor Alain Berset visits Rega base in Samedan

Rega's helicopter base in Samedan welcomed two very distinguished visitors in July. Federal Councillor Alain Berset and the Italian Minister of Health, Roberto Speranza, had a look round the base and learnt more about Rega's activities. To enable the Swiss-Italian delegation to gain an overview of Rega's operational resources, three different aircraft were stationed on site: the latest Rega helicopter, the Airbus Helicopters H145, with its five rotor blades; an AgustaWestland Da Vinci mountain helicopter; and Rega's Bombardier Challenger 650 ambulance jet.

The crew members gave an insight into their work and demonstrated the medical and rescue capabilities of Rega's aircraft, which are among the most modern of their kind in the world. Federal Councillor Alain Berset presented Rega to the Italian delegation as a provider of basic aeromedical care and an indispensable part of the Swiss healthcare system.

Air transport for mountain farmers



On 22 August 2022, the Rega Operations Centre organised 39 so-called contadino flights on behalf of mountain farmers – more than ever before on a single day. For these transports, Rega commissions commercial helicopter firms to fly injured or dead livestock to the nearest site that can be reached by a land-based vehicle. Some of these flights are also performed by young Rega pilots using the Airbus H125 training helicopter.

Notify us of changes

Have you moved house recently? Or have you had a new addition to the family? Full and up-to-date data is important for us to be able to deal with our correspondence with you efficiently. Therefore, please notify us of any amendments to your personal data before the end of December, so that we can send you a correct QR invoice at the beginning of the year.

► Online via www.rega.ch/contact or by phone on 0844 834 844 (local tariff) from Monday to Friday, 8am to 5pm.



School Challenge: Rega crews visit the winning classes

This year, Rega celebrates its 70th anniversary. To mark this milestone event, a competition for schoolchildren was launched, where they were invited to make their own Rega jets in the form of paper airplanes. Numerous school classes submitted entries. The main prize was a visit by a Rega crew with the rescue helicopter, which landed close to the respective school. The Rega jury judged more than 120 creative entries, from which they chose the three winners. Three crews paid the winning classes a visit and were bombarded with questions. In our video, you can see for yourself how the Rega crews land near the schools and create unforgettable moments.

► Video "Rega with the winners of the Rega School Challenge"
www.rega.ch/winnervideo

Rega invests in air rescue in Canton Geneva



Whether accident, illness or search flight: the scope of missions performed by our partner base in Geneva is broad. A new agreement between Canton Geneva, Geneva University Hospitals (HUG) and Rega marks the continuation of a decades-long partnership for the benefit of patients. Rega is to station a new five-bladed Airbus H145 helicopter in Geneva. In order to do

so, it first needs to enlarge the existing hangar. During the conversion of the base, bedrooms for the crew members will also be built, so that in future they can also be present at the base at night. This increase in operational readiness after darkness has fallen signifies an improvement in the provision of medical care by air to the local population.



Warm and cuddly blanket for cosy hours

The grey velour blanket from Eskimo guarantees warmth and cosy hours at home. The blanket is decorated in a red hand-stitching look around the edges and is made of a mix of polyester and viscose.

– Dimensions: 150 × 200 cm
 – CHF 79.–

► Orders through the Rega Shop from page 33 or via www.rega.ch/shop

7

Numbers in this issue

860

patients were transported by Rega last year following an accident in the mountains.

14

helicopter bases are operated by Rega throughout Switzerland.

34

drawers in the paternoster are used for storing material for jet missions.

8

A 30-metre fall into the depths

During a ski tour, a woman loses her balance and falls over a rocky ledge onto the glacier below. Such a fall does not bode well. Now swift action and precision are required when using the rescue hoist.



860

patients were flown to hospital by Rega last year after an accident in the mountains.

The weather on this Easter Sunday is excellent: lots of sun, mild temperatures and good snow conditions, which lure many people into the mountains. This is also the case with a young teacher from the canton of Berne who, together with a friend, sets out on a ski tour to the Giglistock (Canton Berne) in the Uri Alps. But then, during the ascent, it happens: the woman slips, loses her balance and falls around 30 metres over a rocky ledge onto the Steinlimi Glacier below. At the time of the accident, many other ski tourers are out and about and witness the accident. Some of them, together with her friend, administer first aid to the casualty and alert Rega.

Landing at the accident site is not possible

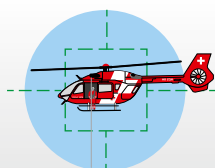
It is shortly before half past ten when the emergency call comes in at Rega's Operations Centre. Flight coordinator Conny Hirt is on duty that day and immediately dispatches the crew from the Wilderswil base. The crew, comprising emergency flight physician Selina Hauser, paramedic Andrea Crivelli and pilot Rick Maurer, are just pushing the helicopter out of the hangar when their mobile phones start beeping. A glance at the map on the display shows the crew, who are familiar with



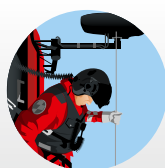
Approaching the temporary landing site: the patient is flown on the rescue hoist to the Tierbergli hut.

the area, that it will hardly be possible to land at the accident site. While pilot Maurer starts up the helicopter's engines, emergency flight physician Hauser already pulls on the harness that she will need for the mission with the rescue hoist. Paramedic Crivelli takes her place on the swivel seat in the cabin instead of her usual seat in the front left of the cockpit, from where she will operate the hoist. This way, on arrival at the accident site, the crew do not waste any time and can immediately begin with the hoist rescue. For a fall from a height of 30 metres does not bode well – every minute counts. "On every mission, we consider different scenarios and try to anticipate what might

K The crew and their tasks during a mission with the rescue hoist



The pilot keeps the helicopter stable in the air and ensures that the load on the end of the hoist does not start to swing. He cannot see the patient and relies on the commands of the hoist operator.



The paramedic assumes the function of hoist operator during the rescue. At the open side door, she controls the rescue hoist, on which she lowers the emergency flight physician to the patient. She is in contact with the pilot via the on-board intercom.



The emergency flight physician provides the patient with emergency medical assistance and prepares them to be transported with the hoist. She has three different aids at her disposal for this: the rescue triangle, the rescue bag and the horizontal net (see pages 18/19).



Transfer into the helicopter: the Rega emergency flight physician and the paramedic help the patient to climb on board.

await us. Nevertheless, it's important not to get fixed ideas about anything and to remain open to the unexpected. In this particular case, we were prepared for the worst," explains pilot and base manager Rick Maurer.

Preparing the landing site

The helicopter takes off just a few minutes after the alarm call comes in. On the way to the accident site, there is another stopover: the experienced mountain guide, Simon Flückiger, boards the helicopter in Meiringen. Today he is on stand-by duty as a helicopter rescue specialist (RSH) from the Swiss Alpine Club SAC and will support the crew in the difficult terrain (see

K The specialist on the rescue hoist

Helicopter rescue specialists (RSH) are called on to assist the helicopter crew whenever mountain-related technical experience or support in rescue and recovery activities is required. With their in-depth knowledge of the mountains, the RSHs support the Rega crews in risk assessment in connection with alpine hazards. Their knowledge of places and routes is invaluable for search and rescue missions in mountainous and difficult-to-access terrain.

box). On the short flight from Meiringen to the accident site, the members of the crew receive additional information about the mission on their mobile phones and tablets from flight coordinator Conny Hirt. The patient appears to have had a stroke of luck: she is moving and responsive. The crew in the helicopter breathe a collective sigh of relief. Nevertheless, they have to work quickly, because the patient must be taken to hospital urgently. Accordingly, the Rega 10 crew plan the next steps: they need to find a temporary landing site, where the patient can be transferred into the cabin. The Tierbergli mountain hut is located near the accident site. Flight coordinator Conny Hirt informs the hut warden that the Rega helicopter will shortly be landing close by. This advance information is important because it allows the landing site to be "prepared"; sunshades need to be closed, shutters shut and any guests asked to move away from the landing site. "During the entire mission, I am, as it were, the fourth crew member. I support the crew – for example, by mobilising and coordinating the mission partners or registering the patient at the hospital," is how Conny Hirt describes her tasks as a flight coordinator.

Meanwhile, the helicopter is approaching the scene of the accident. A short reconnaissance flight over the site confirms the crew's assumption that the helicopter cannot land ▶

During a mission, the crew consider different scenarios and try to anticipate what might await them.



Handover at the hospital: Rega emergency flight physician Selina Hauser informs the hospital doctor about the accident and the medication already administered.

next to the patient. However, a one-sided landing is possible: pilot Rick Maurer hovers just above the glacier and sets the helicopter down on the ground with the front and one rear wheel. Hovering in this position, he allows the emergency flight physician, the paramedic and the helicopter rescue specialist to disembark. While the three crew members make their way to the casualty, Maurer flies to the perfectly prepared temporary landing site at the Tierbergli hut, where he waits for a report from his colleagues and the radio call with instructions to start the operation with the rescue hoist.

Good and bad luck go hand in hand

At the accident scene, the emergency flight physician and the paramedic attend to the patient. The initial medical examination shows that the ski tourer has been very lucky. Besides a fracture of the elbow, various abrasions and severe bruising, there do not appear to be any major injuries – despite falling 30 metres over a rocky ledge onto a glacier. While the emergency flight physician and the paramedic administer

painkillers to the woman and put the rescue triangle on her for evacuation with the rescue hoist, RSH Simon Flückiger collects her touring equipment that is lying around and informs the first responders about the further course of the rescue. In the meantime, the patient is ready for transport and Selina Hauser radios the pilot to tell him that they are ready to be picked up.

The first to board the hovering helicopter is paramedic Andrea Crivelli. The helicopter gains altitude, makes a turn and returns to the accident site. For the last few metres, pilot Maurer is guided by short, concise commands from the paramedic, who guides the hoist hook precisely into the flight physician's hand. "Communication between the pilot and myself is crucial during a mission with the rescue hoist. The pilot can't see the hoist hook at the end of the 90-metre cable. I have to take many things into account when giving my commands: for example, the wind, the downwash of the helicopter and the swaying movement of the cable. It's very challenging," explains Andrea Crivelli.

Selina Hauser attaches herself and her patient to the hoist hook, and the powerful, twin-engine Da Vinci helicopter flies them both safely to the temporary landing site by the SAC mountain hut. Here the patient is gently transferred to the helicopter and flown to hospital. On arrival, Selina Hauser hands her over to the hospital staff for further medical treatment. However, the mission is not yet over for the crew: Simon Flückiger is dropped off at home, while back at the base it is necessary to refuel and replenish the medical supplies. Then Rega 10 is ready again for its next mission.

24h Rega

Kirsten Hannibal, 48, Logistics Medicine employee

Syringes, chocolate, oxygen – everything that the patients and crews on board the Rega jets might need passes through Kirsten Hannibal's hands.

Kirsten Hannibal is a trained nurse and has been working in Rega's Logistics Medicine department for two years. Together with two team colleagues, she is responsible for ensuring that mission material and medical equipment for the ambulance jets are available and in perfect condition at all times.

At the centre of her work is the so-called paternoster in Rega's medicine room. This large, vertical carousel storage system with 34 "drawers" contains everything that the patients might need and that the crews take with them on their missions in the ambulance jet: from medication and plasters to swabs and syringes, to respiratory masks or ballpoint pens. Kirsten Hannibal makes sure that all the material is in stock in sufficient quantities so that the flight physicians and intensive care nurses can quickly replace the used material after a mission. Besides medical items, there always needs to be enough drinks and snacks on board. Kirsten therefore keeps a close eye on the stocks of coffee, orange juice, milk and chocolate. If supplies run low, she orders the products from the inhouse Logistics department or from an external supplier.

On board the Rega jets are various medical devices, for example,



for ventilating or monitoring patients. "We test the equipment at predefined intervals and ensure that the batteries are always charged." The members of the Logistics Medicine team also meticulously check the transport incubator for premature babies on a regular basis.

Another of Kirsten Hannibal's tasks is the laundry service. She is responsible for ensuring that all the sheets, pillowcases and woollen

blankets are washed after a mission and that the crew can always count on fresh bed linen being available. The 48-year-old enjoys the variety of her job: "We come into contact with many different Rega employees and act as the hub between logistics and the mission crews. That makes our daily work very varied." As a nurse, she previously worked at a cantonal hospital and for the Spitex home care service. "I really appreciate the fact that by working in the background at Rega, I can play a part in helping people in distress."

Karin Zahner



The **Logistics Medicine** team ensures that the required material is available for the jet crews at all times.

Continue reading on page 14 ►

“We act as the hub between logistics and the mission crews.”



07:15

▲ Her work starts early in the morning: Kirsten Hannibal checks the contents of the paternoster vertical carousel and reorders whatever is missing. A large part of the material needed for jet missions is stored here.

14



08:35

◀ Kirsten Hannibal inspects the stock of medications in the refrigerator.



10:00

◀ Pressing the bed linen used in the ambulance jets is also one of her tasks.

► When does this medication expire? Medicines stored in the narcotics cabinet are regularly checked.



11:20



14:00

◀ Equipment check: Kirsten Hannibal regularly examines the transport incubator for premature babies to ensure it is functioning properly.

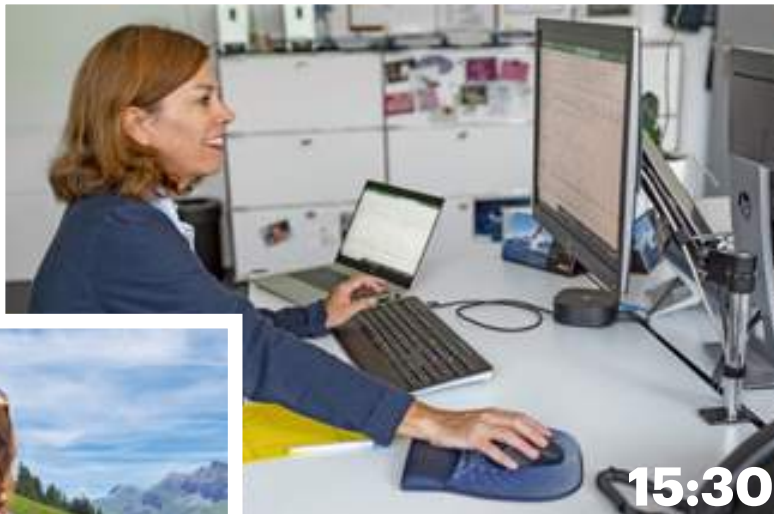
▶ In the Rega ambulance jet, Kirsten Hannibal lends the crew a hand and helps to replenish used material after a mission.



14:45

15

▶ Ordering supplies in good time: office work is also part of the job and requires full concentration in the afternoon.



15:30



17:30

◀ Best of all, Kirsten Hannibal loves to relax in the fresh air in the mountains.

A network for Switzerland

Only if you are already close by can you get to the patient quickly: for this reason, Rega operates 14 helicopter bases throughout Switzerland, as well as a national air rescue coordination centre. Discover how Rega's operational concept works and how we ensure that we can swiftly help you, too, in an emergency.

16

15

flight minutes is the maximum amount of time it takes a Rega helicopter to reach any location in Switzerland.

Rega's helicopter bases are distributed throughout the country in such a way that the rescue crews can reach any location in Switzerland within 15 minutes' flying time. Rega's founder, Dr Rudolf Bucher, already laid the foundation stone for this operational model back in the early 1950s. In his book, "Fliegen Retten Helfen", he states: "However quickly our aircraft may be ready for takeoff, however quickly they may be able to cover relatively long distances, (...) right from the beginning, we do not want to start out on our missions from a single, central point of departure".

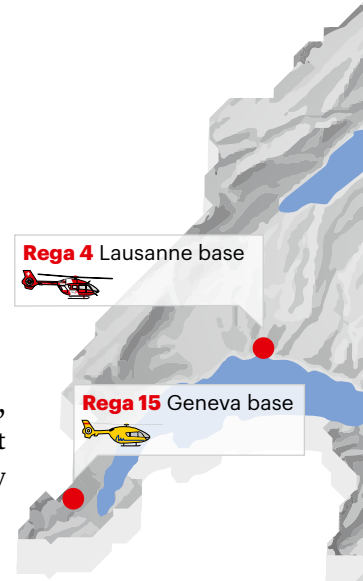
More flexibility thanks to countrywide distribution

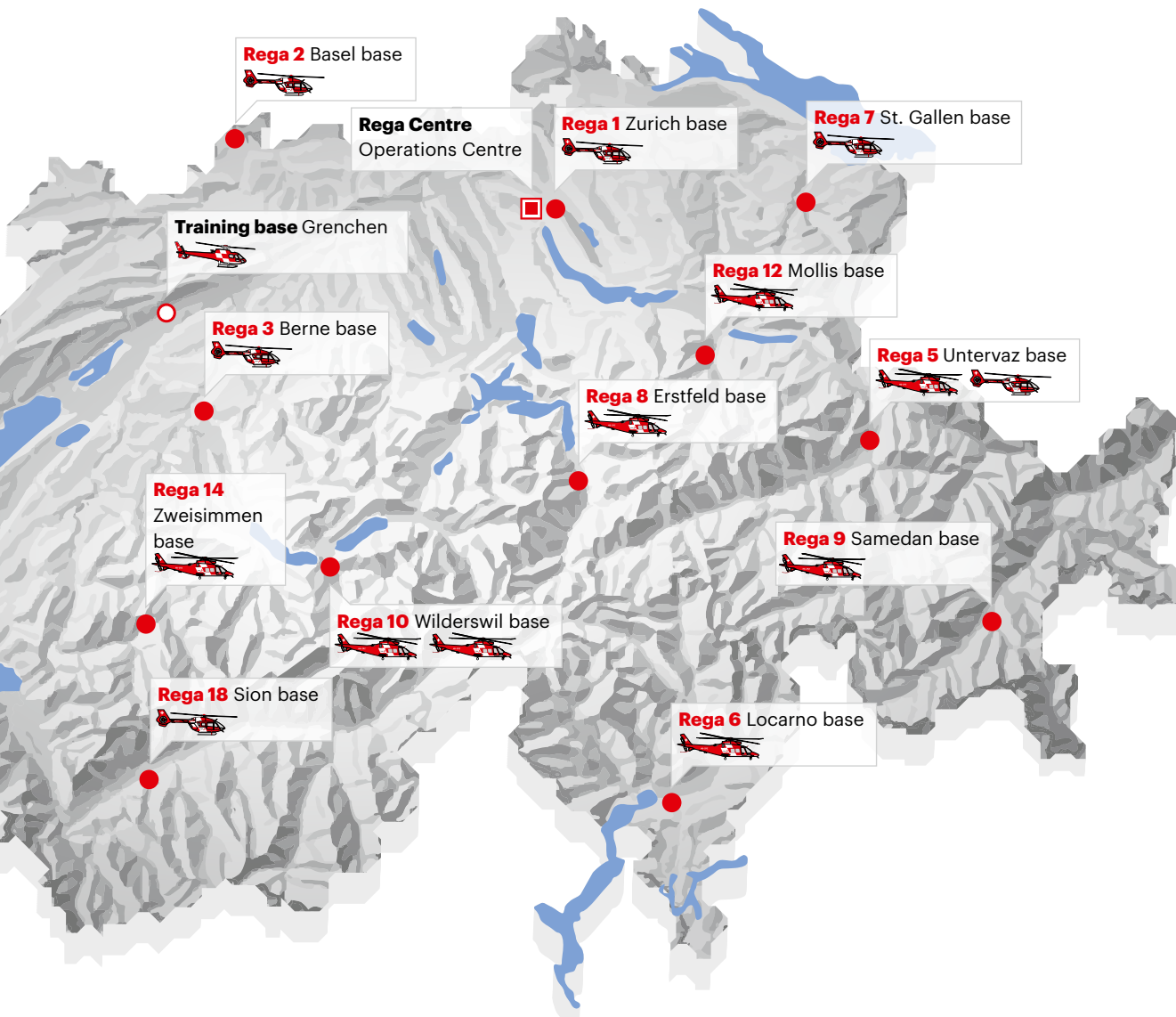
The distribution of the air rescue resources at various, decentral locations not only allows short approach paths, but also provides more flexibility in the choice of helicopter: if the crew from one base is unable to take off due to dense fog, another base that is not surrounded by fog can take over the mission. Since the very beginning, the choice of locations for Rega's bases has not been governed by cantonal borders or political interests, but rather by factors that are of key importance for air rescue, such as the topography. One such example is the Engadin: when there is low-lying

cloud, the 80-kilometre long, high-lying valley in south-east Switzerland cannot be reached by a helicopter stationed outside the valley. However, as Rega wants to provide basic medical care by air around the clock in the Engadin, too, it operates a helicopter base all year round at Samedan Airport.

Central coordination is necessary

In order for Rega's operational model with 14 helicopter bases distributed all over the country to be optimally utilised for the benefit of the patients, all the missions need to be centrally coordinated. This is the only way to ensure that the nearest suitable crew is always called out, taking into account all the ongoing missions and other relevant factors such as the weather conditions. Rega's pioneers had already recognised this fact, too, and recorded it in the 1961 Annual Report: "A central operational coordination unit can maintain an overview of all the aircraft that are standing by or being deployed [...]. We are responsible for ensuring that the means of rescue that is most appropriate and closest to the scene of the accident is deployed" – an insight that, given the ever-increasing number of missions and the growing complexity of the





field of air rescue, is more relevant today than ever before.

For it is the combination of decentralised locations and the central, overarching coordination of the rescue helicopters that ensures that in an emergency, medical assistance by air reaches the patient as quickly as possible.

For this this reason, over the past 70 years, Rega has invested not only

in its bases and rescue helicopters, but also in its national air rescue coordination centre – that is, the very core of its operational concept. Here, flight coordinators specifically trained to deal with the requirements posed by air rescue organise all the helicopter missions. They not only mobilise the nearest suitable crew, but also support them throughout the missions and constantly coordinate with

mission partners, such as the police, ambulance service, piste rescue services, hospitals, mountain rescuers and private individuals, as well as between the helicopter crews.

Funded by patrons

With this deployment system, Switzerland has one of the densest air rescue networks in the world. The foundation for this was laid by the Rega pioneers with their analyses and deliberations. However, it was others who financed the costly infrastructure: to this day, the patrons fund the infrastructure with their solidarity contributions. They enable us to continually expand this network for the benefit of the Swiss population and thus further improve the provision of medical care by air. *Adrian Schindler*

K Additional rescue helicopters if needed

We know from experience that on beautiful winter weekends or during the school holidays, for example, we should expect a higher number of missions. On such occasions, additional rescue helicopters are stationed at the Rega bases in Wilderswil und Untervaz. They operate as Rega 16 (Untervaz) and Rega 17 (Wilderswil) and ensure that even on very busy days, casualties swiftly receive emergency medical assistance by air.

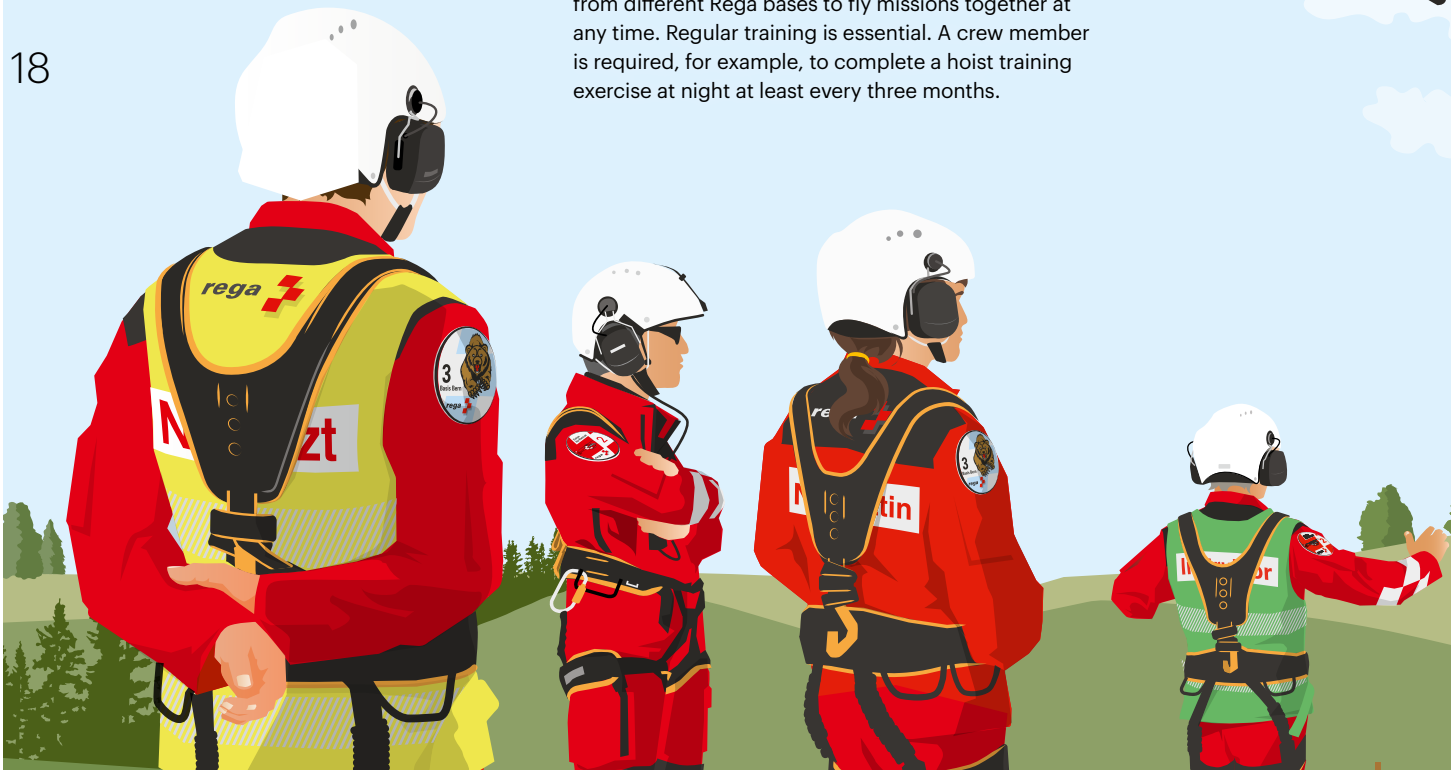
The rescue hoist

The rescue hoist is used when the helicopter is not able to land near the patient. This is particularly the case in steep, impassable or wooded areas – and happens about 1,400 times a year. In order to ensure that every hand movement is just right, the Rega crews regularly practise the procedures for a mission with the rescue hoist, both during the day and at night.

Regular training is essential

The use of the individual pieces of recovery equipment is practised in various scenarios. The procedures are precisely defined, which also allows crew members from different Rega bases to fly missions together at any time. Regular training is essential. A crew member is required, for example, to complete a hoist training exercise at night at least every three months.

18



The patient on the rescue hoist: three rescue aids



The rescue triangle

is used to evacuate people with minor injuries sitting in an upright position. It can be put on patients quickly and easily.



The rescue bag

is used to evacuate patients who need to be transported lying down. They are gently placed on a vacuum mattress.



The horizontal net

is mainly used in very inhospitable terrain, as it can easily be pulled under the patient's body.



The hoist operator

The paramedic assumes the function of hoist operator. In the H145 helicopter, they stand on the landing skid and are secured by means of a special safety vest. With the control unit in their hand, they operate the rescue hoist and lower the emergency flight physician to the ground. They continually give the pilot directional instructions via the on-board intercom system, as the pilot's downward view is restricted.



The **steel cable of the rescue hoist** can carry up to 270 kilos.

The **hoist hook** is additionally marked so that it is clearly visible in all situations.

The **fixture** on the hoist of the H145 can be folded out to a maximum of 60 degrees. When not in use, the hoist is folded in.

Experienced training instructor

During the training exercise, an experienced Rega instructor observes every movement from the ground and gives instructions. Depending on the type of training, the instructors are emergency flight physicians, paramedics or helicopter pilots. The team of instructors ensure that all occupational groups at Rega receive professional basic and further training.

The rescue hoist in detail


Regularly tested


The rescue hoist is used on approximately every seventh mission performed by a Rega helicopter. To ensure that it is ready for action day and night, it needs to be regularly checked and serviced.

Comprehensive maintenance

The hoist undergoes a daily functional check. Periodic checks are carried out by the helicopter mechanics after every three hours of use or after 100 retractions and extensions. The regular checks also include extending the entire steel cable and examining it for the slightest damage due to wear and tear, abrasion or twisting of the individual strands.

Performance features

 270 kg load capacity

 90-metre cable length

Da dank Ihnen.

Dank Ihnen konnte
die Rega im letzten
Jahr mehr als
12'000 Menschen
in Not helfen.

Jetzt Gönner werden:
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rega 

70 Jahre voller Einsatz.

Opinion

Ernst Kohler

“Never hesitate to call out Rega via 1414. We would rather rescue you early on uninjured than later on as a casualty.”

Rega’s helicopter crews have never been in such great demand as they were in July 2022: the 2,100 missions performed are around a third more than in the previous year and mark a new record. After I mentioned these figures in an interview, journalists started to look for possible causes.

One theory for Rega’s rising deployment figures persists and is something I come across again and again: “Because Rega can be called out easily and from almost anywhere in Switzerland via its smartphone app, people have fewer reservations about raising the alarm. This then leads to more missions, especially for people who are uninjured.”

This may sound like a plausible explanation, but in fact it is demonstrably false. Firstly, the reasons for the increased operational activity are very diverse, and the extent to which our helicopter crews are in demand largely depends on the weather conditions. Secondly, this theory can be refuted because the amount of missions in which we rescue persons who are not injured from a difficult situation has developed proportionally to our overall mission numbers for years.

Generally speaking, we are observing a very responsibly-minded use of the Rega app and our emergency number 1414. I even have the impression that the inhibition threshold to call 1414 and to raise the alarm is still too high for many people. We are there to help you, so

you should never hesitate to call out Rega in an emergency. Raising the alarm early on can prevent accidents – for example, if someone gets into difficulties in the mountains or a family has left the hiking path. You should also raise the alarm even if there is no injury or illness. For an alarm call does not automatically initiate a mission. Our flight coordinators are skilled in evaluating critical situations and assessing whether a helicopter is the right means of rescue or whether a descent accompanied by a mountain rescuer from the Swiss Alpine Club SAC, who is familiar with the area, would be a more sensible alternative. The important thing is: in an emergency, do not take any unnecessary risks – we would rather rescue you early on uninjured than an hour later as a casualty.

And do not worry: there is no need to have a guilty conscience vis-à-vis the crew. We do not pass judgment on how someone got into an emergency situation in the first place. From my experience as a mountain rescuer, I can even say that my best memories are of missions where I was able to rescue an unharmed person from a precarious situation. It is a good feeling for every crew member when they fly someone injury-free back down into the valley instead of to a hospital. And if accidents can be averted through so-called “preventive missions”, everyone benefits: the rescued person and their loved ones, but also their employers, their insurers and the healthcare system.

If accidents can be prevented through early rescue, everyone benefits.



Ernst Kohler 59, has been CEO of Rega since 2006. The former airport manager and mountain guide has four children and lives in the Lucerne region.

“We think two steps ahead”

22

Together with his team of instructors, senior paramedic Lukas Styger trains paramedics how to perform helicopter procedures, such as rescue hoist operations.



What does a paramedic's job involve at Rega?

The range of tasks is extremely wide-ranging and varied, because our paramedics are the link between aviation and medicine. During the flight, they act as the pilot's right hand and support him in navigating, identifying obstacles and talking over the radio with mission partners. On the ground, they provide patients with medical assistance together with the emergency flight physician. With rescues in adverse terrain, they are also responsible for operating the rescue hoist.

What is Rega's recruitment procedure for paramedics?

We only recruit qualified paramedics with experience, that is, who have already worked for ground-based rescue services for several years. The candidates then go through a multi-stage assessment procedure and attend a "get-to-know-you day" at a helicopter base.

What skills do they need to bring with them?

A helicopter crew comprises an emergency flight physician, a pilot and a paramedic. They need to work very closely together under demanding conditions, such as time pressure. As the link between aviation and medicine, the paramedic plays a special role in this three-person crew, which is why above all else we need good team players. This is a quality that they need to bring with them, because it is not something that can be trained.

What other criteria do they need to fulfil?

The paramedics must be able to anticipate situations quickly, in other words, always think at least two steps ahead. The possibilities and limitations of the helicopter play an important role in the mission: a comprehensive technical understanding and distinct spatial perception are therefore also necessary. The latter is particularly important when operating the rescue hoist, which is another of the paramedic's tasks.

Why is spatial perception so important?

The paramedic controls the rescue hoist, on which the emergency flight physician or the helicopter rescue specialist from the Swiss Alpine Club is lowered to the patient, standing

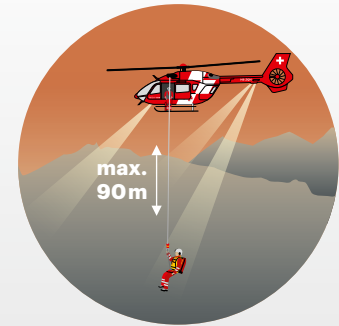
at the open side door using the operating handle. At the same time, they are in contact with the pilot via the on-board intercom system and give him instructions relating to the position

of the helicopter. They thus need to be able to gauge the horizontal and vertical distances, as well as read the terrain. Hoist missions are most challenging at night, because the darkness makes it difficult to orient yourself in the terrain.

What training do the paramedics undergo?

Responsible for in-house training is a team of instructors, comprising experienced Rega paramedics who have an additional function in basic

K 1,400 hoist missions



The rescue hoist is used whenever the helicopter cannot land near the patient – for example, in rough terrain. Around 1,400 hoist evacuations are performed every year. All Rega helicopters throughout Switzerland are equipped with this modern high-tech device, with its 90-metre-long cable, as it is frequently deployed not only in mountainous regions, but also in the lowlands.

and further training. The in-house basic training lasts two and a half months. During this time, the "new" paramedics learn about Rega's medical equipment, our standard operational procedures, how to interact with a helicopter and how to operate the rescue hoist. Then it takes almost two years to complete all the other training modules.

Is additional training necessary after that?

Yes. Afterwards, the paramedics – as is the case with all crew members – regularly take part in training exercises, so that in an emergency, the collaboration among the crew works efficiently and professionally, even under the most arduous conditions.

Interview: Karin Zahner



24

On the way back home: the Rega crew take charge of the patient from the Greek ambulance service.



Medical care: the patient should be in as little pain as possible during the flight back to Switzerland.

One wrong step and it happened

It happens on one of the last days of his summer holiday with friends on the island of Crete. Remo Lack wants to take a souvenir photo of the beautiful morning ambience on the beach. He clambers a little higher up a cliff to capture the scene. While climbing down, he slips, falls around three metres and lands on his back. He remains lying there in severe pain.

Uncertainty increases anxiety

It takes more than an hour for the rescue service to arrive, and the same length of time before Remo Lack is examined in hospital. The holiday mood is gone and has been replaced by great uncertainty. For after having an X-ray, all the bank employee from Solothurn knows is that something in his back is broken. The doctors and the nursing staff hardly speak any English. How badly am I injured? Is it possible that I will never be able to walk properly again? His questions remain unanswered.

At the hospital, access for visitors is restricted due to stringent Covid regulations. One of his friends is allowed to bring him his suitcase, but otherwise he is completely left to his own devices. Remo Lack is in contact with



Julia Janssen
30, flight physician

“We prepare very carefully for every mission and are also ready to deal with the unexpected.”

A moment’s inattentiveness and the most relaxing and enjoyable time of the year ends in a hospital in a foreign country. Rega helps in an emergency – as in the case of Remo Lack, whose holiday in Greece comes to an abrupt halt.

25

his parents in Switzerland by phone. His father decides to call Rega. As a patron, he knows that Rega is there to help and can fly patients back home from abroad.

The good news

After the telephone conversation between the father and the Rega flight coordinator, the medical consultant at Rega contacts his Greek colleagues, informs himself about the current situation and then studies the diagnostic documents. He is thus able to obtain remotely an as accurate a picture as possible of Remo’s state of health, as well as of his medical care on location. Based on this information, he assesses, among other things, whether Remo Lack is fit to be transported in the first place.

From his office at the Operations Centre at Zurich Airport, the medical consultant calls the 23-year-old and explains the diagnosis: fracture ▶

of a lumbar vertebra. It is important to move as little as possible, so that the bone can grow back together. If, however, the vertebrae were to shift, an operation might become necessary and in the worst case there would be a risk of further damage.

Finally Remo Lack can put what has happened into context and communicate with someone in his mother tongue. He is also told that he will be flown home in a Rega ambulance jet. “That was a great feeling – knowing that Rega is coming and that I’ll soon be back in Switzerland,” says Remo Lack. That knowledge alleviates some of the worry.

Thinking in terms of different scenarios

At the same time, intensive care nurse Karine Lang and flight physician Julia Janssen inform themselves about their patient’s condition and about their mission the following day. They read the medical consultant’s report

and discuss it with each other. Every Rega mission is preceded by careful preparation. The two medical specialists prepare themselves for different scenarios. For instance, that Remo Lack’s state of health could have changed by the time they arrive. They therefore ask themselves questions such as: what can we do on location if Remo Lack’s condition has deteriorated in the meantime or even suddenly worsens during the flight?

Administering painkillers

Twenty-four hours after the first contact is made, the Rega jet lands at Chania Airport on Crete. For once, the Rega medical crew do not drive to the hospital to collect their patient; Remo Lack is taken by ambulance directly to the ambulance jet on the airfield. This procedure is also due to the Covid-related access restrictions at the hospital.

The doors of the ambulance are opened and Karine Lang and Julia Janssen climb into the vehicle. After greeting Remo Lack, they first ask him a few simple but specific questions about his state of health and his pain. “The first impression is extremely important for us. We can quickly assess how the patient is doing and what he needs for the transport. Remo Lack was in a lot of pain,” says Julia Janssen. “For this reason, Karine Lang and I discussed the pain therapy already in the ambulance.” The objective is clear: the young man should be in as little pain as possible when he is taken on board the jet and during the flight. To ensure that Remo Lack remains responsive, the dosage of the strong painkillers has to be very precise.

K Under special observation: the line check

The annual line check is a flight whereby the so-called check pilot observes and assesses a cockpit crew during a flight with the ambulance jet. Thus, in addition to the captain and co-pilot, a “non-flying observer” is also on board. He checks and evaluates the pilots during the flight preparation on the ground, and from takeoff right through to the landing at the destination. He checks whether all the procedures are being followed correctly. The pilots’ behaviour towards and cooperation with the medical crew is also assessed. After the mission, feedback is given and any potential for improvement is discussed together.

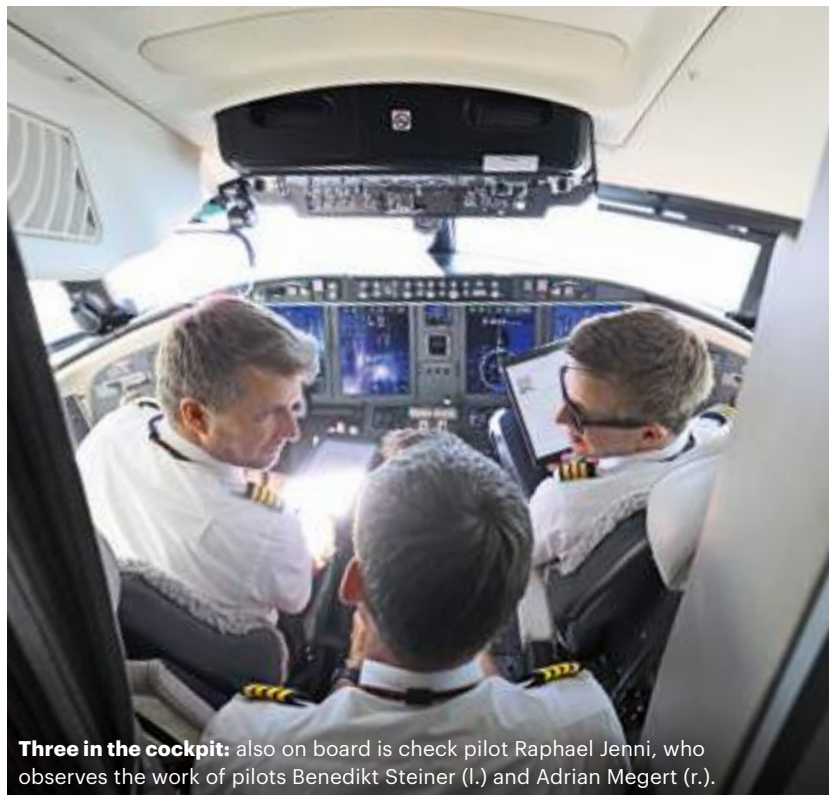


Under observation in the cockpit

The pilots also help to carefully push the patient, lying on the stretcher, up the ramp and into the cabin. Today, there are three pilots



The correct dosage: physician Julia Janssen prepares the painkiller.



Three in the cockpit: also on board is check pilot Raphael Jenni, who observes the work of pilots Benedikt Steiner (l.) and Adrian Megert (r.).

lending a hand. On flights within Europe, Rega's cockpit crew generally comprises a captain and a co-pilot. On this mission, besides captain Benedikt Steiner and co-pilot Adrian Megert, Raphael Jenni is also on board as a so-called check pilot (see box on the left). Great care is required when transferring the patient onto the Rega bed in the jet, as the fractured vertebra must not be allowed to shift under any circumstances. After he has been moved off the stretcher, the Rega flight physician and the intensive care nurse prepare him for takeoff with practised hand movements: they secure him with straps, carefully pull them tight, and attach the sensors that transmit vital parameters such as heart rate and oxygen saturation to the monitoring machine. Now Remo Lack is ready for takeoff. From the Greek island, the journey continues to Tirana in Albania, where a second patient is waiting for Rega.

Slipped over in a public car park

His name is Gazmend Omeri and he comes from Frauenfeld. His vacation has also taken an unfortunate turn; with him, too, a fall has upset his plans. He slipped on the wet floor of a multi-storey car park and hit his leg against a concrete pillar. The diagnosis: a fractured kneecap.

For his repatriation, an ambulance jet is not absolutely necessary from a medical point of view. But wherever possible, Rega's Operations Centre tries to repatriate several patients on one mission. These so-called combination flights allow the available resources to be used economically and ecologically. In approximately one in three jet missions, the Rega crews fly two or more patients home at the same time.

On the return journey from Crete, the ambulance jet lands in Tirana to pick up Gazmend Omeri. Shortly afterwards, the 43-year-old is lying next to Remo Lack in the cabin of the jet with his leg in a plaster cast. After landing in Zurich, the two patients go their separate ways and are taken by ambulance to hospitals near their homes and their loved ones.

Back home

Back in Switzerland, Remo Lack is thoroughly examined again, and then it becomes clear: he needs to wear a corset, take it easy, and lie down as much as possible. And hope that an operation will not be necessary.

The photo of the beautiful beach scene in the early morning on Crete will always remind him of the abrupt end to his holiday – and of his return home in the Rega jet. *Corina Zellweger*

On one in three jet missions, two or more patients are flown back home.



For **more information** on our missions abroad, visit www.rega.ch/repatriation

Challenge in the high mountains

After falling into a crevasse, a mountain climber hangs on a rope for a long time in the freezing cold. Help from the air arrives just in time for the dangerously hypothermic man.

28



Schlossberg Glacier (Canton Uri), 25.6.2022

An emergency call comes in at Rega's Operations Centre: two-man rope team, fall into a crevasse, patient responsive. The flight coordinator immediately mobilises the crew from the Erstfeld base and a mountain rescuer from the Swiss Alpine Club SAC, who will support the crew in the adverse terrain. As the Rega helicopter flies over the accident site, it becomes apparent that the mountain climber has in the meantime been pulled out of the crevasse. His companion had held him on the rope for two hours after the fall before another tour group was able to help him and raise the alarm. As the place is too steep to land and full of glacier crevasses, the pilot sets down the helicopter on one side so that the mountain rescuer and the Rega emergency flight physician can disembark. Secured to a rope by the mountain rescuer, the emergency flight physician manages to reach the patient. Due to the conditions on

Andrea Kyburz, emergency flight physician

"Severe hypothermia is always life-threatening."

location, it is not possible to treat the now unconscious and severely hypothermic patient. He is therefore flown on the end of the rescue hoist to the temporary landing site at the Krönten hut, where the doctor and the paramedic try to stabilise his condition. "His body temperature was only 24 degrees and his blood pressure was barely measurable. Severe hypothermia is always life-threatening", says emergency flight physician Andrea Kyburz. The Operations Centre registers the patient at the University Hospital Zurich. There, a heart-lung machine is waiting for him, which can slowly warm the circulating blood to normal body temperature. During the flight to hospital, the emergency physician and the paramedic monitor the patient, constantly ready to resuscitate him. Despite his critical condition, the ski tour guide makes a good recovery and is discharged from hospital almost three weeks later.

Corina Zellweger

Rescue from a crane

Echallens (VD), 25.7.2022

At a height of 40 metres, a worker is injured on a construction crane. With the aid of the rescue hoist, the Rega crew from Lausanne evacuate the patient and fly him to the nearest suitable hospital.

Rescued from a gondola

Lumino (TI), 28.7.2022

The cable car up the Saurù Mountains suddenly comes to a standstill. There are two passengers inside. The crew from the Locarno base go into action and set down two SAC mountain rescuers on the gondola roof using the rescue hoist. These are able to secure and evacuate the passengers.

Two helicopters in action

Dent de Broc (FR), 1.8.2022

A boulder breaks loose and pulls two climbers with it 50 metres down the mountainside. One of the climbers is able to raise the alarm via the Rega app. Suffering from serious injuries, they are flown to hospital by the crews from the Lausanne and Sion bases.

K The new five-bladed Rega helicopter



abc

Rega kids

Competition What was snowman no. 3 wearing on his head?
Write down the object and the corresponding letter.

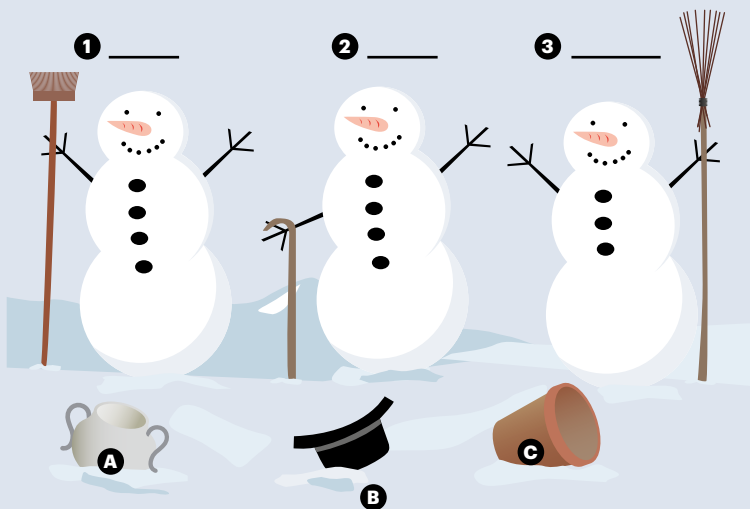
Snowman Julian
had a flowerpot on
his head.

Snowman Emil
has four buttons on
his stomach.

The snowman
with the soup
tureen is Emil.

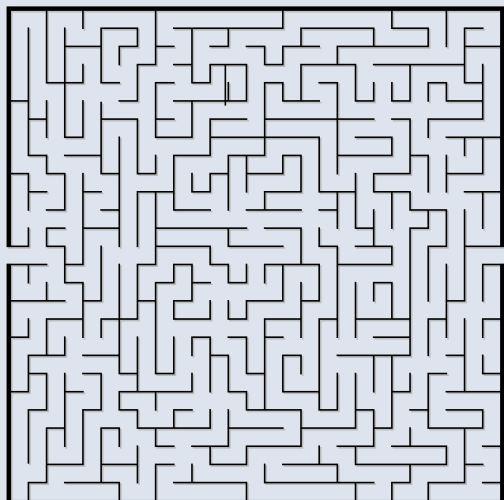
Snowman Max
is standing in the
middle.

Snowman Max had
a hat on his head.

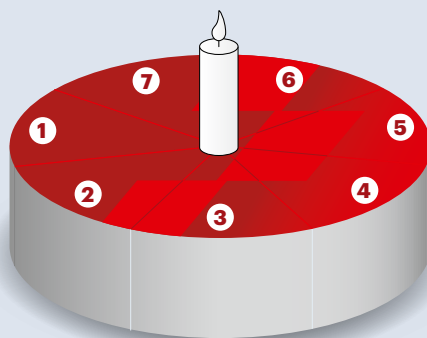


Solution:

Find the way. Help the avalanche dog to find its way to the casualty.



Is there any cake left? Rega's birthday cake is cut into 7 slices. Simon has taken 3 slices, but only eaten 2. Maja has eaten 2 slices. How many slices are left?



29

Competition

Write the solution on a postcard and send by 31 December 2022 at the very latest to:
Swiss Air-Rescue Rega
"Competition" Rega Magazine 1414
PO Box 1414
CH-8058 Zurich Airport

Ten winners drawn from the correct answers will each receive a duffle bag worth CHF 49.-.

Good luck!



Solution from No. 98: D

Each of the following has won a Rega beach towel:

M. Allemann, Court | L. Angelini, Lausanne |
T. Bachmann, Beinwil/Freiamt | K. A. Berardi,
Brissago | Y. Freiburghaus, Belp | R. Freuler, Haslen |
N. Kuenzi, Neuchâtel | L. Pabst, Villnachern |
L. Schacher, Ebikon | C. Schumacher, S. Vittore

Congratulations!

Knowledge



30

Cold can have dramatic consequences. We show you how to protect yourself against hypothermia in an emergency.

When a person is injured or sick, the human body is especially sensitive to the cold and overexposure can very quickly have serious consequences. But how can we best protect ourselves against potentially life-threatening hypothermia? A decisive factor for effective prevention is being aware of how and in which situations hypothermia can occur and how our bodies react to the cold.

When the body loses heat

Our bodies constantly release heat to the outside environment via the skin and by exhaling. Hypothermia occurs when over a prolonged period of time the body loses heat faster than it can produce it. This happens mainly through radiation, conduction or convection. Radiation refers to the natural radiation of heat over the surface of the body. Conduction plays a role

above all when sitting or lying on cold ground. With convection – the transport of heat through the air – imagine that the body is always surrounded by a relatively stable layer of warm air. If this layer is blown away by the wind, we also speak of the “wind chill factor”, which intensifies with increasing wind speeds.

K Factors leading to hypothermia

- 1. Convection** (air passing over the surface of the skin)
- 2. Radiation** (natural transfer of heat across the surface of the body)
- 3. Conduction** (transfer of heat through skin contact with a cold surface)

The body switches to energy-saving mode

Our normal body temperature is around 37 degrees Celsius. If this temperature threatens to drop, the body attempts on the one hand to minimise heat loss and on the other, to generate warmth. In order to reduce the loss of heat, the blood vessels in the arms and legs constrict. This helps to keep the warm blood deeper inside the body where the vital organs are located. Our body generates heat by causing the muscles to shiver. These two effects of the cold are unpleasant, but in themselves are not dangerous. The secondary effects play a far more critical role: the high calorie requirement, the increased rate at which the heart needs to pump, and the blood's ability to coagulate, which diminishes as the body temperature drops.

Hypothermia poses a serious risk particularly following an accident in the mountains – but also in the lowlands and, depending on the circumstances, even in the summer, too.

This knowledge about how our body reacts to the cold and which conditions lead to hypothermia also forms the basis of our 10 guidelines on preventing overexposure to the elements (see box). Depending on the situation and the available equipment, it will not always be possible to follow all the advice. But maybe Rega’s tips will also give you some ideas for useful additions to your personal equipment.

Rega’s measures to combat the cold

Not only you yourself can help to minimise the effects of exposure to

Rega tip

“Wrap yourself up in a rescue blanket to reduce the loss of body heat.”

the cold by taking the right precautions. Rega also does much to alleviate the problems associated with hypothermia and to improve the body heat balance of its patients. All of its rescue helicopters are equipped with a series of useful aids.

For example, wrapping the patient in a bubble wrap blanket can prevent loss of the remaining body heat. This metal-coated air-cushion foil is often used in combination with a thermal blanket to additionally actively warm the patient. Another item in the Rega

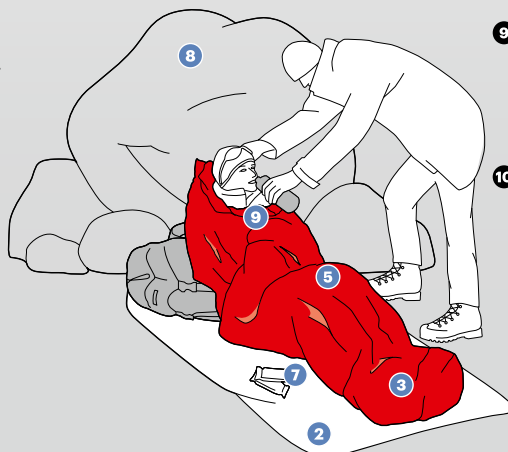
crews’ standard equipment is the Buddy Lite system, a portable IV fluid warmer that heats medical fluids or blood to body temperature. This gives patients the full benefit of the warmth supplied to the body by an infusion. However, the rule of thumb is: the best mission is always the one that can be averted. Careful planning and good equipment help to prevent accidents. If you nevertheless find yourself in need of medical assistance, do not wait too long to raise the alarm – especially in the cold months of the year. The cold can be a dangerous adversary.


For the forthcoming winter season, we wish you all the very best and accident-free fun in the snow.

Karin Hörhager

K How to protect yourself from hypothermia

- 1 Keep moving.** If the situation permits (injury, risk of falling), moving about helps your body to generate heat.
- 2 Sit or lie on insulating material.** Lay blankets, jackets, fallen leaves, etc. under your body. This reduces the amount of warmth being conducted away from your body.
- 3 Use a rescue blanket** In an emergency, wrap yourself up tightly in it. This reduces heat radiation.
- 4 Put on dry spare clothes.** Change out of damp or wet clothes as quickly as possible. In addition, loosen any tight clothing – this promotes circulation. Wear a woollen hat; this reduces the loss of body heat through your head.
- 5 Reduce the surface area of your body.** Curl up in a ball or, if you are with a group, huddle closely together.
- 6 Stay awake.** When you are asleep, your body produces less energy and therefore also considerably less heat.
- 7 Consume calories.** Do you have to face waiting a long time in the cold? A cereal bar or chocolate is a good energy booster.
- 8 Seek protection from the wind.** Shelter in a building or behind a rock or tree, or dig a hole in the snow – depending on the terrain.
- 9 Consume hot drinks.** You should, however, avoid drinking alcohol. This relaxes the blood vessels, causing a greater heat loss.
- 10 Refrain from smoking.** While smoking briefly makes you feel warm, it causes the blood vessels in your hands and feet to restrict to such a degree that it could result in frostbite.





**Früher hatte sie nur
Quatsch im Kopf.
Heute vor allem Sorgen.**

Da für Eltern. Auch bei Ängsten, Depressionen oder
Suizidgedanken ihrer Kinder. [projuventute.ch](https://www.projuventute.ch)



**PRO
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Rega Shop

Products for the coming winter season
and fan articles for people of all ages

1 Duffel bag 49.—
instead of CHF 59.—

This robust bag is suitable for the gym or a weekend trip and is made of water-repellent polyester. Its carrying straps allow it to be hung over the shoulder, held in the hand or worn as a backpack. The practical zipped compartment next to the main compartment has room for shoes or small items of clothing.

Thanks to its U-shaped zip, the spacious main compartment can be opened wide, so that the bag can be quickly and easily packed right up to the top.

- Zipped side pocket
- Adjustable and detachable carrying straps
- Waterproof underside
- Volume: 29 litres
- Material: 100% polyester
- Dimensions: 44×27×25cm (L×W×H)

► **Order now:** only a few left in stock



33

NEW

2 Toiletry bag 29.—

The water-repellent toiletry bag offers plenty of space for your personal care products. Inner mesh pockets help organise the contents so that you can find everything quickly. With hook for hanging up.

- Volume: 4 litres
- Material: 100% polyester
- Dimensions: 24 × 15 × 13 cm (L×W×H)



CLASSIC



3 "Traveller" multitool by Victorinox 115.—

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

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

34



4 Challenger 650 29.—

Light as a feather, elegant, detailed: Rega's twin-engine Challenger 650 ambulance jet to a scale of 1:100, 21 cm, plastic (ABS), collector's model. Not suitable as a toy.



5 Airbus Helicopters H145 29.—

The H145, which is stationed at Rega's lowland bases, as a collector's model to a scale of 1:48, 28 cm, metal. Not suitable as a toy.

BESTSELLER



6 Headlamp 59.—

The multifunctional "Spot" headlamp from the Black Diamond brand brings light into the darkness – with two beams for close range and distance, as well as a red signal lamp. Adjustable head strap. Comes with a pouch to protect it from dust, sand and water.

- Brightness: 300 lumens
- Distance: up to 80 metres
- Burn time: between 30 hrs (300 lumens) and 125 hours (4 lumens)
- Blinking, dimming and strobe modes
- Memory mode
- Waterproof IPX8 standard
- 3 AAA batteries included
- Weight with batteries: 88 g
- Guarantee: 3 years

► **Free extra:** waterproof bag with a clasp closure

NEW 70 years of total commitment.



7 Poster Rega fleet 29.—

To mark Rega's 70th anniversary, all the aircraft types in the Rega fleet from the very beginning to the present day are depicted on a poster.

Format: 70×100 cm (W×H)



8 Insulated drinking bottle 29.—

Ideal for when you are on the go: eco-friendly insulated drinking bottle which, thanks to the double-walled vacuum insulation, keeps beverages hot or cold for several hours. Made of stainless steel.

- Keeps beverages cold for up to 20 hours and hot for up to 10 hours
- Preserves the flavour and freshness of your drink
- Capacity: 500 ml

► **Important:** do not put the bottle in the dishwasher!

NEW



10 Rega wall calendar 2023 22.—

Rega employees have captured with a camera scenes from their everyday work: 12 spectacular photographs accompany you through the year 2023.

Format: 48×33 cm. Captions in D/F/I/E.

NEW

9 Cuddly blanket 79.—

The single-colour velour blanket from Eskimo guarantees warmth and cosy hours at home. The edges of the blanket are decorated in a red hand-stitching look.

- Colour: grey
- Material: 60% polyester, 40% viscose
- Dimensions: 200×150 cm
- Made in Italy



BESTSELLER



11 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), including 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.rega.ch/shop

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**

Contents

- Face shield (for protected mouth-to-mouth resuscitation)
- Tick removal card
- Sterillium hand disinfection wipes
- Hand disinfectant gel, 35 ml
- Antiseptic wipes for cleaning wounds
- Tear-resistant Nitril disposable gloves
- Pouch containing adhesive plasters
- Wound plasters
- Burn plasters
- Blister plasters
- Sterile compresses
- 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 x 76 mm
- 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 10 cm (L x W x D)
- Weight: 600 g

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- 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 CHF 45.- 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.rega.ch/shop or by completing the order form and sending it in a stamped envelope to: Rega Shop, Bolligenstrasse 82, CH-3006 Bern.

Sender (please complete in block letters)

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Family name _____

First name _____

Street/No. _____

Postcode/Town _____

Phone no. _____

Patron no. _____

Signature _____

Thank you for your order.

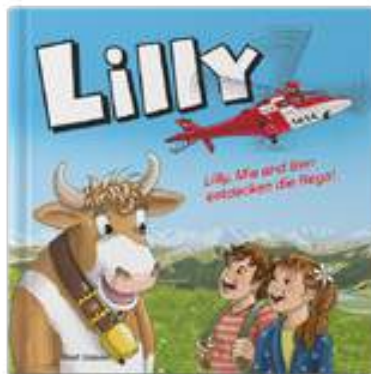
For the youngest Rega fans



12



13



14

my Christmas wish



15

12 Jet soft toy 15.— each

Rega toy for young children to play with and cuddle. The ambulance jet is 9 cm high and 24 cm long.

13 Teddy bear 35.—

The enterprising Rega teddy bear loves going on discovery trips with young pilots. With his removable helmet and work gear, he is well-equipped to take every adventure in his stride and is never too tired to play. 30 cm high.

★ Book "Lilly, Mia und Ben entdecken die Rega!" 30.—

Lilly, the curious Rigi cow, together with Mia and Ben, discovers Rega and the many aspects of air rescue. The three friends start off at the Rega Centre at Zurich Airport and experience various rescue missions all over Switzerland. Hardcover, 24 x 24 cm, 40 pages. Available in German only. Author: Beat Jossen

15 Leather slippers for babies and toddlers 39.—

These slippers, made of eco-friendly, non-toxic leather, protect little feet. A flexible elasticated band keeps the slippers on the foot. The suede sole prevents slipping on smooth surfaces. Rega slippers are made at a Swiss institution by people with disabilities.

► **Order now:** only a few left in stock

Order Form

Please write your name and address clearly on the front of this card, detach and send in a stamped envelope.



| No. | Article | Price (CHF) | Amount | Ref. |
|-----|--|-------------|--------|-------|
| 1 | Duffel bag (instead of 59.—), winter offer | 49.— | _____ | 90093 |
| 2 | Toiletry bag | 29.— | _____ | 90096 |
| 3 | Victorinox "Traveller" multitool | 115.— | _____ | 90082 |
| 4 | Challenger 650 | 29.— | _____ | 50020 |
| 5 | Airbus Helicopters H145 | 29.— | _____ | 50018 |
| 6 | Headlamp | 59.— | _____ | 90079 |
| 7 | Poster Rega fleet | 29.— | _____ | 20025 |
| 8 | Insulated drinking bottle | 29.— | _____ | 90091 |
| 9 | Cuddly blanket | 79.— | _____ | 30061 |
| 10 | Wall calendar 2023 | 22.— | _____ | 90001 |
| 11 | Outdoor first aid kit | 89.— | _____ | 90080 |

| No. | Article | Price (CHF) | Amount | Ref. |
|-----|---|-------------|--------|-------|
| 14 | Book "Lilly, Mia und Ben entdecken die Rega!" | 30.— | _____ | 40056 |
| 15 | Leather slippers with helicopter motif | | | |
| | Size 19-20, 12-18 months | 39.— | _____ | 40048 |
| | Size 21-22, 18-24 months | 39.— | _____ | 40049 |

Additional articles, see webshop www.shop.rega.ch

| | | | |
|------------------------|-------|-------|-------|
| Reflective safety band | 2.— | _____ | 70016 |
| Sports towel | 19.— | _____ | 30059 |
| Digital luggage scale | 29.— | _____ | 90039 |
| Daypack | 79.— | _____ | 90076 |
| Sunglasses | 119.— | _____ | 90087 |

For the youngest Rega fans

| | | | | |
|----|--------------|------|-------|-------|
| 12 | Jet soft toy | 15.— | _____ | 50022 |
| 13 | Teddy bear | 35.— | _____ | 40037 |

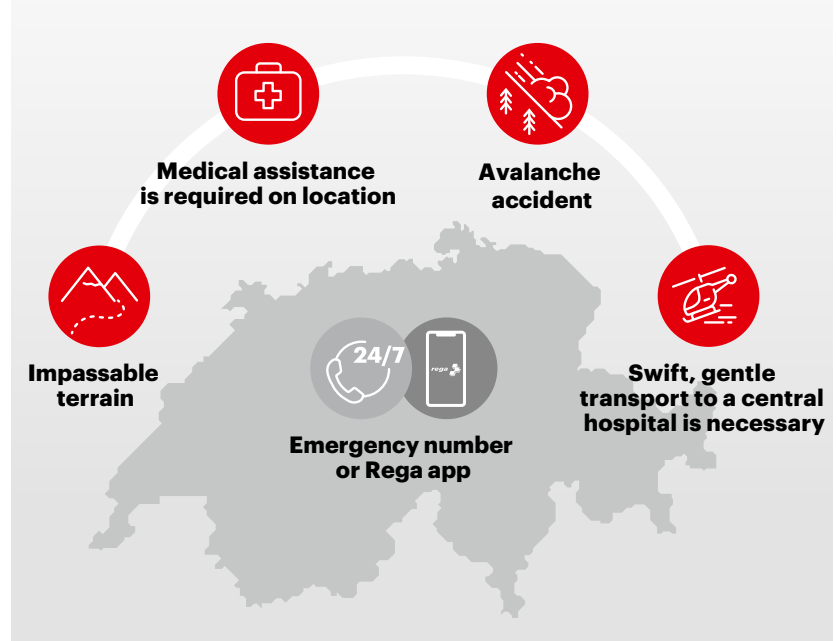
● New ● Bestseller ● Classic



In an emergency, call 1414

In an emergency situation, do not hesitate to call out Rega directly via emergency number 1414 or the Rega app.

You should alert Rega, for example, in the following cases:



React quickly in an emergency

We are there for you. It is better to raise the alarm once too often than not enough, for there is no such thing as a “false” alarm. Our flight coordinators know what to do in an emergency and will take the necessary steps.

► **Further information** can be found at www.rega.ch/raising-the-alarm

Emergency numbers

Switzerland **1414**
Abroad **+41 333 333 333**

Patronage Centre

Changes to patronage www.rega.ch/contact
Tel. Switzerland **0844 834 844**
Tel. international **+41 44 654 32 22**

Monday – Friday

8.00 am – 5.00 pm

Rega Newsletter

www.rega.ch/newsletter

Rega Shop

Website www.rega.ch/shop
Tel. Switzerland **0848 514 514**
Tel. international **+41 848 514 514**

General information

Website www.rega.ch