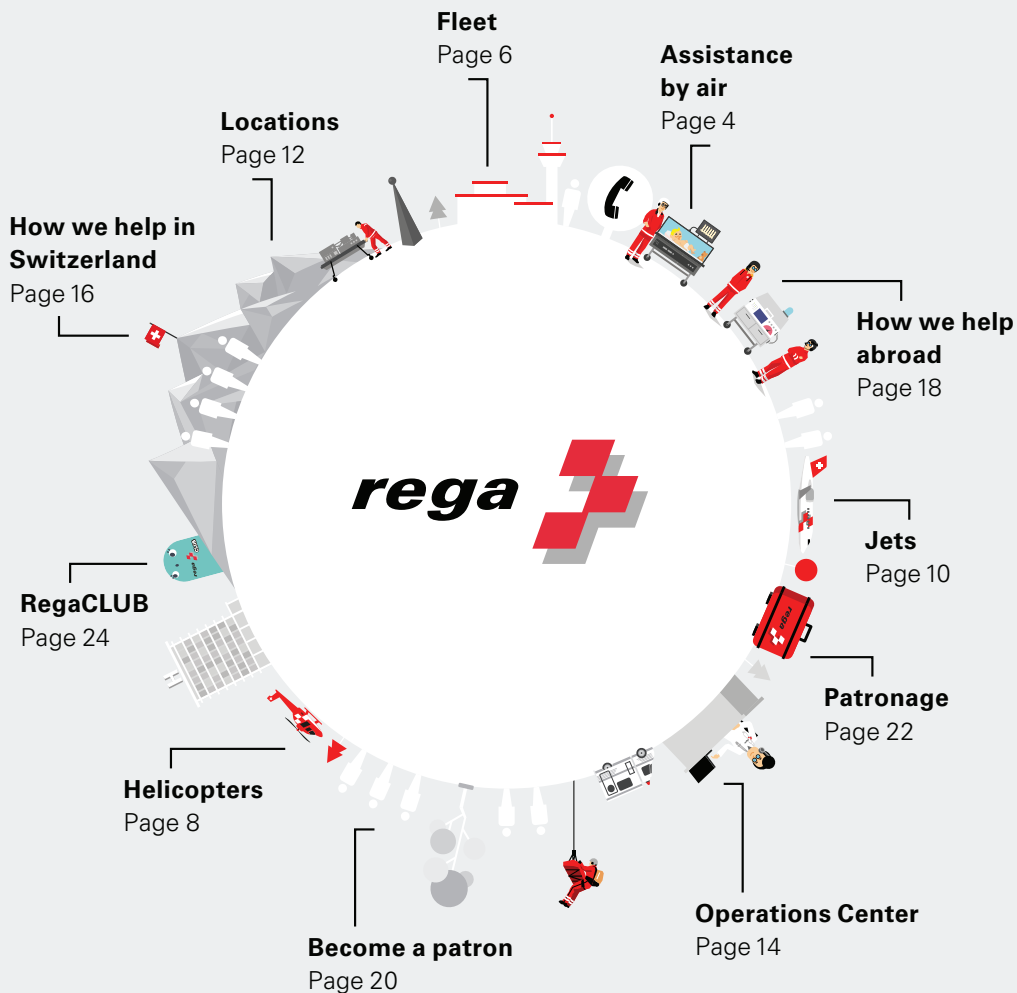




**There for everyone.**

Rega in brief



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# **You can rely on Rega**

**Every year, Rega brings urgently needed medical assistance by air to 14,000 people in distress. Rega crews are on standby day and night, ready to come to the aid of people in an emergency in Switzerland and around the globe. This is made possible by the over 3.6 million patrons who keep Rega in the air with their financial contributions. Thanks to this support, we are able to provide help around the clock – in an emergency, to you too.**

# Medical assistance by air

**Every year, Rega helps 14,000 people  
in distress and its Operations Center  
organises 21,000 missions.**



## **There thanks to patrons**

Rega brings professional medical assistance by air to people in distress. To you too, should you need it one day. This is possible thanks to the support of the Swiss population. The more than 3.6 million patrons keep Rega in the air with their financial contributions. Rega is not subsidised by the State and operates independently of political interests. As a non-profit foundation, Rega is an integral part of primary health-care in Switzerland.

## There when every minute matters



The Rega crews and their state-of-the-art rescue helicopters are ready to be deployed 24 hours a day, 365 days a year, in the service of the Swiss population. Stationed at 14 helicopter bases throughout the country, they can reach any location in Switzerland within 15 minutes' flying time – regardless of whether in an urban area or in the mountains, after an accident or in the event of acute illness.

## There for everyone

At Rega's Operations Center, the flight coordinators receive emergency calls around the clock from home and abroad and organise 21,000 missions in Switzerland and worldwide every year. Do you require our medical assistance in Switzerland? Or have you become seriously injured or ill abroad and need our help or advice? Call 1414 from within Switzerland or +41 333 333 333 from abroad.

## There wherever it happens

Rega is also there for you around the clock when you are abroad. Depending on the severity of the medical emergency, our medical consultants will provide help and advice over the phone or arrange for you to be flown back home. Rega's three ambulance jets are equipped as a "flying intensive care unit", which allows them to also transport patients who are in a critical condition.



Find out more: [rega.ch/in-brief](https://www.rega.ch/in-brief)

# The Rega fleet

They bring rapid, professional medical assistance by air: Rega's 20 rescue helicopters and three ambulance jets.



## Airbus Helicopters H145

8 rescue helicopters

Lowland bases and Sion base

Patient capacity:  
1 lying, 1 sitting



## AgustaWestland Da Vinci

11 rescue helicopters

Mountain bases

Patient capacity:  
1 lying, 1 sitting

One equipped as search helicopter with high-tech search system



## Airbus Helicopters EC135

1 rescue helicopter

Geneva base

Patient capacity:  
1 lying or 1 sitting



## **Bombardier Challenger 650**

3 ambulance jets

Rega Center, Zurich Airport

Patient capacity:  
4 lying



## **Airbus Helicopters H125**

1 training helicopter

Training base, Grenchen



## **Rega drone**

Equipped with thermal  
imaging camera  
and location systems

Search capacity:  
16 sq. km in 2 hours

Find out more: [rega.ch/fleet](https://www.rega.ch/fleet)

# The Rega helicopters

**Whether in impassable terrain or when swift, gentle transport to a main hospital is required: nowadays, the modern rescue helicopter is an indispensable part of the rescue chain.**

## **Operating with ultramodern equipment**

Rega's rescue helicopters are among the most modern of their kind in the world. With its four-axis autopilot, the helicopter can hover independently on the spot, for example during a demanding mission using the rescue hoist. Thanks to cutting-edge avionics, Rega helicopters can also perform satellite-based approach flights with extreme precision. This allows missions to also be flown in adverse weather and the poorest visibility, thus helping even more people in distress.

## **Flying intensive care unit**

The operational spectrum of the Rega crews is very broad; it ranges from leisure, road and occupational accidents to acute illnesses, right through to special intensive care transports between hospitals. The cabin interior, which was designed according to Rega's specifications, is correspondingly versatile.

Here, Rega crews can provide optimal medical care during the flight to artificially ventilated patients, premature babies in a transport incubator or even patients attached to a mobile heart-lung machine.





## The rescue hoist

The rescue hoist is used when the helicopter is not able to land near the casualty – for example in rough terrain. Around 1400 hoist evacuations are performed every year. All Rega helicopters throughout the country 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.



# The Rega jets

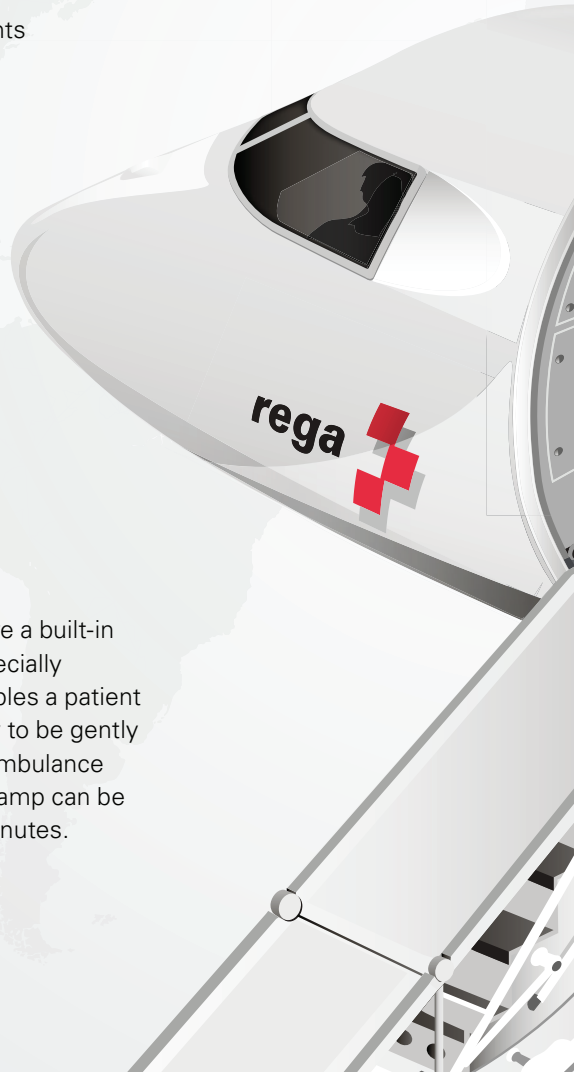
**Rega's three Challenger 650 ambulance jets are in operation all over the world to help seriously ill or injured patients.**

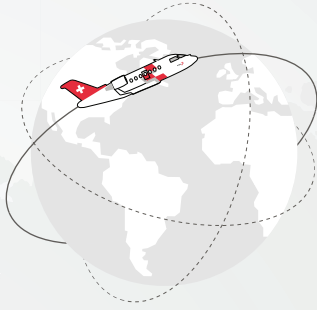
## **Equipped as an intensive care unit**

Rega's ambulance jets are extremely versatile. The cabin can be adapted according to the particular requirements of each mission. It is equipped with various medical devices, such as respiratory and monitoring machines, which makes it possible to also transport intensive care patients. Up to four patients can be transported lying down.

## **Easy access via the ramp**

The ambulance jets feature a built-in ramp, which has been specially designed for Rega. It enables a patient lying on a stretcher trolley to be gently loaded in and out of the ambulance jet. The three-sectioned ramp can be unfolded in a matter of minutes.





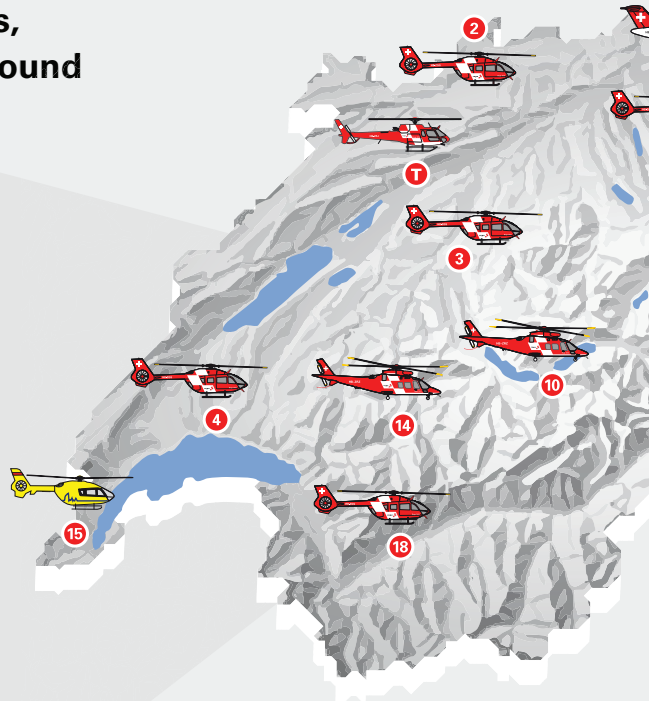
## Missions around the globe

A Rega jet has a range of 6500 kilometres. That means that it can fly nonstop from Switzerland to North America, for example. With two to three stopovers, the Rega jets can fly to any location in the world.



# These Rega locations in Switzerland ensure swift assistance

At the Rega helicopter bases, the crews are on standby around the clock, 365 days a year, ready to come to the aid of people in distress.



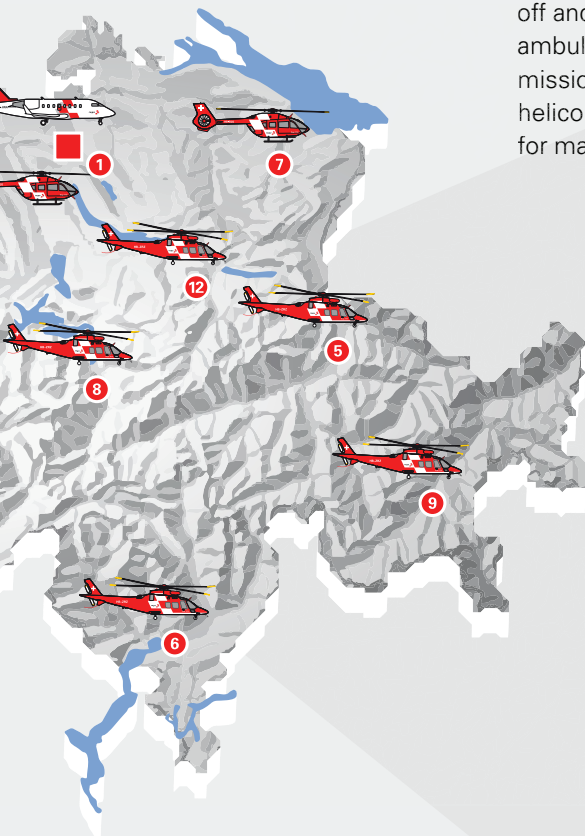
## The helicopter bases

The 14 Rega helicopter bases are distributed throughout the country in such a way that the crews can reach any location in Switzerland within 15 minutes' flying time. This enables Rega to swiftly help in an emergency.

-  Rega Center and Rega Operations Center
-  Rega 1 – Zurich base
-  Rega 2 – Basel base
-  Rega 3 – Berne base
-  Rega 4 – Lausanne base
-  Rega 5 – Intervaz base
-  Rega 6 – Locarno base
-  Rega 7 – St. Gallen base

## The Rega Center

Rega's headquarters is located at Zurich Airport – with direct access to the take-off and landing runways. While the three ambulance jets depart from here on missions all over the world, the rescue helicopters only come to the Rega Center for maintenance work and servicing.



- 8 Rega 8 – Erstfeld base
- 9 Rega 9 – Samedan base
- 10 Rega 10 – Wilderswil base
- 12 Rega 12 – Mollis base
- 14 Rega 14 – Zweisimmen base
- 15 Rega 15 – Geneva base
- 18 Rega 18 – Sion base
- T Training base, Grenchen

## The Operations Center

Rega's national air rescue coordination centre ensures that the nearest suitable helicopter crew is always mobilised for a mission, taking into account the ongoing missions. The central coordination of the missions is particularly important, because air rescue knows no cantonal borders and the deployment of the helicopter, as a swift means of transport, is based on other factors, such as the topography, the prevailing weather conditions or the overall mission situation countrywide.

Find out more: [rega.ch/locations](https://www.rega.ch/locations)

# The Rega Operations Center

**The Operations Center is the “heart” of Rega and the country’s only national emergency call centre. Taking into account all the ongoing missions, the flight coordinators organise Rega missions in Switzerland and abroad.**

## Helicopter Operations Center

This is where the flight coordinators take the emergency calls that come in via the Rega emergency number 1414. Taking into account all the ongoing missions, they mobilise the nearest suitable crew. During the mission, they continually provide the crew with relevant information and coordinate with the person raising the alarm, the operation partners and the hospitals. This central coordination and support for the crews by the Rega Operations Center also increases safety during missions, as the flight coordinators inform the crews about other airspace users and provide them with up-to-date meteorological data from Rega’s own weather stations.

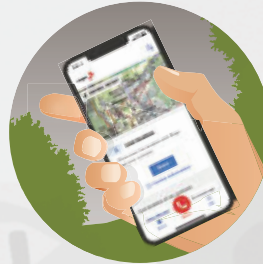
## Specific specialist knowledge

Guiding a rescue helicopter during a mission makes high demands on both the staff and the infrastructure. Rega’s flight coordinators have specialist knowledge in the fields of medicine, geography, meteorology and aviation. In addition, they speak at least three of Switzerland’s national languages fluently.



## Jet Operations Center

Whether a repatriation on board one of Rega's three jets or on a scheduled aircraft accompanied by a member of Rega's medical staff: the flight coordinators plan and organise all the missions abroad and are in contact with local authorities, hospitals and airports worldwide. They are supported by a team of medical consultants, who provide medical advice to patients abroad and decide on the necessity, form and time of a repatriation.



## Raising the alarm in an emergency

Rega's Operations Center can be called out via emergency number 1414, the Rega app or the emergency radio. In the event of medical problems abroad, our flight coordinators take calls around the clock on emergency number +41 333 333 333. If you need emergency medical assistance while you are abroad, you should first call out the local rescue services or contact the nearest hospital.



Find out more: [rega.ch/raising-the-alarm](https://www.rega.ch/raising-the-alarm)

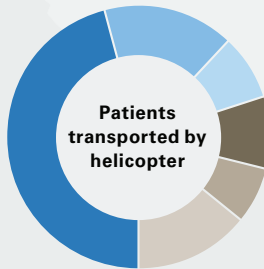
# How we help in Switzerland

Rega brings swift, professional medical assistance by air directly to the patient.

## More than 12,000 patients per year

Rega's missions cover a very broad spectrum. The rescue helicopters are in the air in response to the following emergencies:

- 46 % Illnesses
- 16 % Winter sports accidents
- 9 % Occupational accidents
- 8 % Road accidents
- 7 % Alpine accidents
- 14 % Other causes



## Teamwork is of prime importance

A Rega helicopter crew comprises a pilot, an emergency flight physician and a paramedic. Each crew member is a specialist in their field and has their own area of responsibility and competence. Teamwork between the various specialists is the decisive factor when it comes to providing patients with the best possible medical care.



Helicopter pilot



Paramedic





## Missions at night

One in four missions performed by a rescue helicopter take place after darkness has fallen. Our crews are optimally prepared for these challenging missions and use ultramodern technical aids. These include night vision goggles that were specially developed for Rega, which amplify any residual light.



**Emergency flight physician**



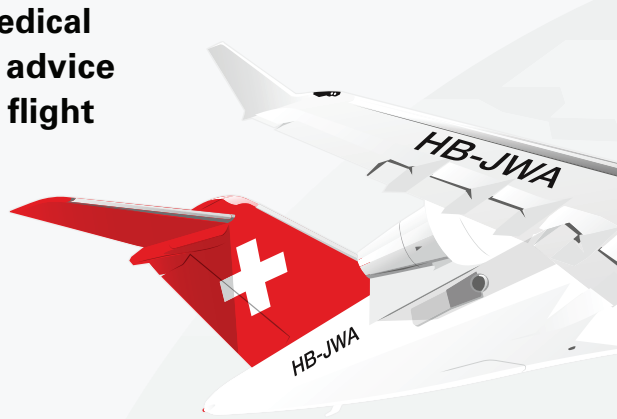
**Helicopter flight coordinator**

## The fourth crew member

During their missions, the crews are supported by the flight coordinators. Thanks to Rega's own nationwide radio network of 42 stations, they remain in constant contact with the crews.

# How we help abroad

Rega can also be contacted around the clock from abroad. Depending on the severity of the medical emergency, our medical consultants provide help and advice over the phone or arrange the flight back home.

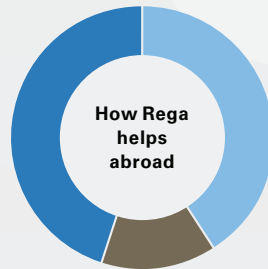


## Criteria for deciding in favour of repatriation

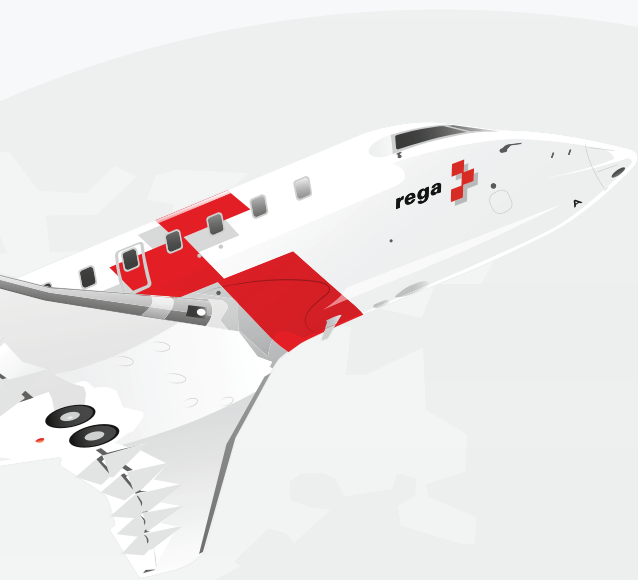
The welfare of the patient takes top priority. The Rega medical consultant on duty decides whether repatriation is necessary and the best option for the patient. To this end, they discuss the diagnosis with the doctor on location and talk to the patient, the relatives and the patient's own GP. In liaison with the Operations Center, the medical consultant then decides when and how repatriation should take place.

## Medical emergencies abroad

Every year, Rega helps around 2500 people with medical problems abroad.



- 45 % Medical advice over the phone
- 41 % Repatriations in a Rega ambulance jet
- 14 % Repatriations on a scheduled aircraft



## The jet crew

Pilot  
Intensive care nurse  
Flight physician



## Optimal medical care in the air

A jet crew always comprises at least two pilots, a flight physician and an intensive care nurse. Together with the flight physician, the intensive care nurse provides the patient with professional medical care – from the time the patient is put into their care abroad to when he or she is handed over at the Swiss hospital.

## Medical advice

Our medical consultants are available around the clock to help travellers suffering from illnesses or injuries abroad over the phone. They give medical advice, provide addresses of local clinics and hospitals, or help to translate and explain medical diagnoses.



## The Operations Center team

Flight coordinator  
Medical consultant  
Dispatcher

## All the threads come together on the ground

The Operations Center at the Rega Center serves as the hub for every jet mission. The Operations Center team work in shifts around the clock so that the Rega crews can fly patients back home.

# Become a Rega patron

Every year, Rega brings urgently needed medical assistance by air to 14,000 people in distress. But who pays for the rescue crews and aircraft that are on standby day and night, ready to respond to an emergency? It is not the Swiss government or the cantonal authorities, but the over 3.6 million patrons who, with their financial contributions, keep Rega – a private, non-profit foundation – in the air. It is only thanks to this support that we are able to provide help around the clock – in an emergency, to you too.



## Swift assistance by air. There when every minute matters.

The Rega crews and their state-of-the-art rescue helicopters are ready to be deployed 24 hours a day, **365 days a year**, in the service of the Swiss population. Stationed at **14 helicopter bases**, they bring medical assistance directly to the patient, regardless of whether in an urban area or in the mountains.



## Special equipment. There to save lives.

Whether a premature birth, a heart attack, a road accident or a person missing in adverse terrain: thanks to the **customised equipment developed by Rega** – for example, a heart-lung machine, a mobile incubator or a rescue hoist – our crews are well prepared for every eventuality.



## Help abroad. There wherever it happens.

Rega provides assistance around the clock, not only in Switzerland, but also abroad. **Three Rega ambulance jets** are standing by to **repatriate** seriously ill or injured persons from **all over the world** back home to Switzerland.



## Rega Operations Center. There for everyone.

The Operations Center receives emergency calls around the clock from both home and abroad and organises **21,000 missions** in Switzerland and worldwide every year. Contact us on **phone no. 1414 for emergency calls from within Switzerland** or **+41 333 333 333 from abroad**.



## State-of-the-art technology. There thanks to pioneers.

Rega aims to continually improve air rescue services in Switzerland by means of state-of-the-art technology. The **Rega drone** and the search helicopter with a **high-tech search system** are just two examples of this.



## There thanks to patrons.

Become a patron now and help us to **save lives**. Many thanks.

**Adults** CHF 40.–/year

**Children and young people up to 18 years of age** free of charge

Updated on 01.07.2022

Find out more: [rega.ch/patrons](https://www.rega.ch/patrons)

# Rega Conditions of Patronage

**In order to be able to provide a professional, round-the-clock and suitably equipped air rescue service in accordance with its purpose as a non-profit foundation, Rega is dependent on the financial support of its patrons.**

You can become a Rega patron by paying the following minimum contribution:

## **Adults aged 18 and over**

- Minimum contribution of CHF 40.–
- Patronage is valid for the current calendar year
- Patronage takes effect on the date of payment and if it is not renewed expires on 15 May of the following year

## **Children and young people up to their 18th birthday**

- Free of charge
- Patronage takes effect on the date of registration and remains valid until 15 May following their 18th birthday

In grateful acknowledgement of patrons' support, Rega can, at its own discretion and within the bounds of its resources, waive or reduce the costs of any emergency services listed below that it has provided or organised on their behalf, in the event that insurance companies or any other third party are not liable to pay and thus not required to reimburse the costs of the rescue mission, whether wholly or in part. In all cases, Rega provides its rescue services and also, where appropriate, waives or reduces the costs thereof without any legal obliga-

tion. Rega may be hindered or prevented from carrying out rescue missions in particular due to operational, medical or meteorological reasons.

## **1. Switzerland and the Principality of Liechtenstein**

- Rescue flights and medically indicated transports by helicopter to the nearest suitable hospital
- Rescue operations conducted by rescue teams from the Swiss Alpine Club SAC
- Search operations in collaboration with the police and other competent organisations, provided that there is reasonable hope of being able to help missing persons
- Evacuations and preventive missions where a threat to life and limb exists
- Flights to recover dead persons, after consultation with the authorities responsible
- Flights to recover injured, sick or dead livestock and transport them to the

nearest location that is accessible by another means of transport, provided that the animals can only be recovered by helicopter and that the livestock owners are natural persons and Rega patrons

## 2. Worldwide

- Medical advice by Rega's Operations Center in the event of medical problems arising abroad
- Medically indicated repatriation flights to Switzerland for patrons domiciled in Switzerland or the Principality of Liechtenstein, as well as for Swiss nationals living abroad

Rega decides whether emergency assistance should be provided based on medical, social and operational considerations, and is responsible for determining how and when the mission should be carried out. Rega may commission other organisations to perform missions on its behalf. In order to have sufficient leeway in providing this assistance, the patron concerned authorises Rega wherever necessary to pass on personal and medical data to other parties directly involved (operation partners, physicians, insurance



companies, etc.), both in Switzerland and abroad.

Rega's Operations Center (emergency number from within Switzerland 1414, from abroad +41 333 333 333) is available around the clock to anyone in distress and in need of assistance due to a serious accident or acute illness.



# Take off with the RegaCLUB!

The fan club for our youngest patrons offers children a fascinating and age-appropriate insight into the world of air rescue.



## Emergency numbers

Raising the alarm  
in Switzerland

**1414**

Calling from abroad

**+41 333 333 333**

## Follow us



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/regatvEN

Swiss Air-Rescue Rega  
PO Box 1414 | 8058 Zurich Airport  
Patron Service: 0844 834 844

**rega.ch**

Visit us at [regaclub.ch](https://www.regaclub.ch)!