



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.

You should contact Rega if you require medical advice, or if local medical treatment is inadequate or non-existent, in the following cases:

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

Checklist for raising the alarm:

Emergency number +41 333 333 333

Please be ready to provide the following information:

1. **Contact person:** Full name, telephone or fax number, availability
2. **Patient:** Full name, date of birth, home address
3. **Patient's present whereabouts:** Address, hospital and ward, telephone or fax number
4. **Doctor responsible abroad:** Name, language(s) spoken, telephone or fax number
5. **Patient's condition:** Is the patient conscious? Being mechanically ventilated? Suspected diagnosis
6. **Cause** of illness/injury? What happened? Where? When?

Rega is at your service to assist with medical emergencies arising abroad. Its flight coordinators and emergency doctors will provide advice and assistance:

- in **organising the repatriation of the patient to the destination hospital**
- in **selecting the nearest suitable clinic** abroad
- in the case of **language difficulties** (doctor-to-doctor contact)
- in the case of **problems relating to medicines** (e.g. substitutes)

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

Rega uses its own air ambulances, with all the necessary medical equipment on board, to transport intensive-care patients. Patients are always accompanied and cared for by a Rega medical team. If the patient's condition so allows, he or she may also be flown home on a scheduled flight. Rega operates in accordance with the guiding principles of the Red Cross. It comes to the aid of people in distress, even without any guarantee that the ensuing costs will be paid. Rega will waive all costs of medically justified emergency services rendered to patrons in accordance with the conditions of patronage.

Swiss Air-Rescue, Rega

PO Box 1414

8058 Zurich Airport

Switzerland

Tel. (switchboard) 044 654 33 11

Fax (main number) 044 654 33 22