

The helicopter crew

With its rescue helicopters, Rega brings professional medical assistance by air. As well-functioning teams, the helicopter crews are there for patients who depend on Rega's help as a result of a serious illness or following an accident on the ski slopes, on the road, at work or in the mountains. Find out how each individual crew member contributes to the smooth running of a rescue mission and what demanding tasks they perform.

Operations Centre: the fourth crew member

At the Helicopter Operations Centre, Rega's flight coordinators are on duty around the clock to ensure that around 10,000 patients receive swift medical assistance every year. After the alarm has been raised, they mobilise the nearest suitable crew, taking into account all the ongoing missions and other factors such as the weather. The coordination of the crews, persons raising the alarm, operation partners and hospitals is a demanding task: the flight coordinators have, among other things, specialist knowledge in the fields of medicine, geography, meteorology and aviation and all speak at least three foreign languages.



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Teamwork of prime importance

A Rega helicopter crew comprises three crew members. Each one is a specialist in their field and has their own area of responsibility and competence. However, when it comes to providing patients with the best possible medical care, teamwork is always the decisive factor. The crew members know each other extremely well and are aware of how each person thinks and works. This enables them to work together in an efficient manner during a rescue mission and also to react quickly to unforeseeable events. Standardised procedures and clear communication are essential for effective teamwork.



Helicopter pilot

The helicopter pilot is responsible for the aircraft and ensures that the mission is carried out precisely, safely and swiftly. At the accident site, they support the crew in caring for the patient and are in contact with the Rega Operations Centre. At the same time, they always keep an eye on the weather conditions, as these can have a major influence on the further course of the mission.



Paramedic

The paramedic is the link between aviation and medicine and is a real allrounder. In the air, they help the pilot by navigating and operating the radio. On the ground, they assist the emergency physician with providing the patient with emergency medical care. If the helicopter cannot land near the patient, they operate the rescue hoist, which is used to lower the emergency physician to the patient.



Emergency physician

The emergency physician is responsible for the patient's medical care. They administer first aid, prepare the patient to be transported by helicopter or on the rescue hoist, and determine the most suitable destination hospital. They are assisted in their work by the paramedic.