

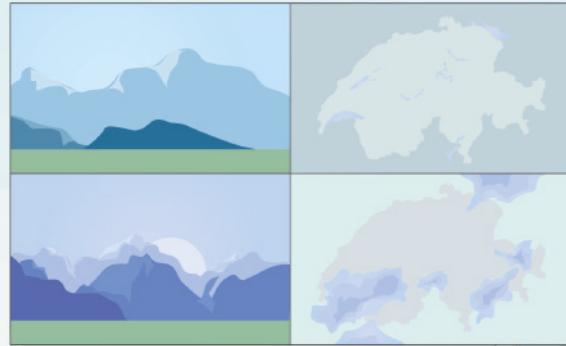
The place where everything comes together

Rega's brand new Operations Centre

Emergency calls from seriously injured and ill people are received by the Operations Centre day and night, 365 days a year. It is from here that Rega arranges emergency assistance from the air and closely monitors all the missions being carried out both within Switzerland and all over the world.

Multi-functional monitor wall, missions in Switzerland

- webcams for providing live weather data
- precipitation radar
- current locations of the Rega helicopters



Rega radio network, missions in Switzerland

- Rega's own radio system
- 42 radio stations
- provides coverage virtually everywhere in Switzerland, including in high-Alpine regions
- receives emergency calls via the public emergency channel
- is also used by the Swiss Air Force

Medical Advisory Service

- advises patients abroad
- is in regular contact with the attending doctor on location
- informs the patient's next-of-kin
- advises the crews of commercial airlines when medical problems occur on board

Large-screen monitor, missions abroad

- geographical position of the patients
- current position of the Rega ambulance jets



Dispatch

- organises the flight aspects of repatriations
- calculates the wind conditions
- obtains landing permits for SAR, the search and rescue service for aircraft in Switzerland, on behalf of the Swiss government

Helicopter Operations Centre

- dispatches all the resources operated by Rega and its partner organisations (e.g. Alpine Rescue Switzerland)
- is permanently in charge of all rescue teams
- ensures full and continuous communication with the rescue services

Jet Operations Centre

- advises and takes care of patients abroad
- organises and coordinates missions abroad
- arranges for patients to be repatriated by means of air ambulances, scheduled airlines and ground ambulances

Office software

- processes mission data for administrative purposes
- Internet/e-mails

Geographical Information System (GIS)

- digital maps
- search functions using CH coordinates
- field and meadow names
- visual display of winter sports regions, Swiss Alpine Club huts, hospitals, etc.
- display of emergency calls via Rega app

Input screen for mission data

- overview of current missions
- overview of planned missions
- checklists for various mission types (avalanches, mountain accidents)

Communication system

- telephone
- address lists
- Polycom (police and rescue services radio system)
- pager alarm for Alpine Rescue Switzerland

Radio workplace

- overview of the current location of all Rega helicopters
- Rega radio system
- second, redundant radio system
- overview of the 42 Rega radio stations in Switzerland

ELS map

- digital world map
- locations of hospitals worldwide
- detailed information about foreign
 - hospitals
 - airports
 - ground ambulances
 - air ambulances
 - crew hotels

Operation coordination system EKOS

- input of data about patients, hospitals
- contacts on location
- medical clarifications
- conversation protocols
- operation planning

Communication system

- telephone/radio/SMS
- alarm calls via Rega app
- contact addresses worldwide

Office software

- current situation regarding safety and threat in crisis areas
- "Easy Help" manual
- Internet/e-mails