

Encounters Investing in the future Rega's new all-weather helicopter can also fly a seriously ill newborn baby to hospital in adverse weather. **16**

Horizons Lying down in Economy Class It does not always have to be a Rega jet. If their condition permits, we accompany patients back to Switzerland on board a commercial aircraft. **22**



Hand in hand to save a person's life

In the case of Cindy Essl, everything functioned perfectly. From the GP to the heart clinic, each person knew exactly what to do. Together we were able to save her life a year ago. **8**



Filling up with fuel in Thailand: in order to transport seriously injured or ill patients from all corners of the globe back to Switzerland, Rega's three ambulance jets fly to around 400 airports on five continents every year.

“Building a bridge back home.”

Karin Hörhager
Editor-in-Chief



Dear Readers

Have you already planned this year's summer holiday? Will you be heading for the beach or the mountains? In Switzerland or some far-away destination? A few weeks ago, when the subject of the approaching holidays came up in conversation with friends, I was asked if and how Rega can help if they were to suffer a medical emergency abroad.

It never ceases to amaze me how little is known about our work around the globe. Every child in Switzerland is familiar with the red Rega helicopters, yet people are largely unaware of our three ambulance jets and the medical advice we provide. And we have every reason to be proud of our repatriation operations. Last year, we were able to fly 825 people who had become seriously ill or injured in a foreign country back home in our ambulance jets. Another 318 patients were escorted back to Switzerland on board scheduled flights. In all, our medical consultants provided advice and support to no fewer than 2,431 sick or injured people abroad.

You can read more about how Rega builds a bridge back home for patrons experiencing medical problems in this issue of the Rega Magazine. Our publication also contains some interesting information about our three new helicopters, which from 2021 will also perform rescue missions in bad weather.

I hope you have an informative and enjoyable read and wish you happy, relaxing and above all accident-free holidays.

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



13
Employee with a multitasking function



22
Stretcher repatriation on a scheduled flight



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We are there for you if you need help abroad



16
For the air rescue of tomorrow

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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.

- Visit us at our website www.rega.ch or on www.facebook.com/regal414.

6 Take off into the world of Rega.

Encounters

- 8 On this day one year ago**, everything functioned perfectly – otherwise Cindy Essl would not have survived the tear in her aorta.
- 13 24h Rega with Thomas Bischofberger**, who as a paramedic and base mechanic is always there to lend a helping hand.
- 16 Rega's rescue helicopter** of the next generation will be able to save people even in hostile weather.
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Navigation

- 30 Knowledge** about how you can protect yourself from undesirable travel illnesses.
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Take off

In brief

15,000 missions for Rega

6

Rega's services are in greater demand than ever before: in 2015, for the first time in its history, Rega organised more than 15,000 missions in one year. As a result, it came to the aid of a person in distress on average every 35 minutes. The fine weather, particularly during the holiday months, led to frequent helicopter missions. In the months of February, July and August, Rega helicopter crews flew over 3,000 missions on behalf of Swiss residents and tourists.

150 years providing more humanity

This year, the Swiss Red Cross (SRC) celebrates its 150th anniversary. Day after day since 1866, tens of thousands of volunteers and numerous employees have devoted themselves to providing



more humanity. In recognition of this achievement, in this jubilee year, Rega – itself a corporate member of the SRC – is giving all young helpers of the Red Cross organisations a Rega patronage, which is valid until their 18th birthday.



Disposal of disused cables and ropes

Aerial cableways and cables pose a significant risk for helicopters, as well as for gliders and paragliders. The damage they cause can even result in a helicopter crashing. We therefore ask owners of aerial cable systems or transport cables that are no longer in use to contact the nearest Rega helicopter base or to phone Tel. 1414. These dangerous obstacles will be dismantled and disposed of at no cost to their owner by specialists from the Swiss Army and civilian partners.



A new Rega jet is born

In 2018, Rega will take delivery of three new Challenger 650 ambulance jets from Bombardier. But before the new jet can take off, there is still plenty of development work to be done. Currently, the interior is being fitted out: less noise

in the cabin, wider beds and a new lighting system are just some of the improvements planned for the benefit of our patients. The outfitting is, among other things, also being tested on a life-size model (picture).



Everyday life at Rega: a new DOK series on SRF 1

This summer, the Swiss radio and television broadcasting company, SRF, is filming a five-part documentary series about Rega. The camera teams will be accompanying Rega employees from different fields as they go about their daily work. In the DOK series, you can find out who and what it takes for the Rega helicopters and ambulance jets to be able to take off on their missions. These unique insights into everyday rescue activities and the people behind them are to be broadcast every week from September. The first episode will be shown on Friday, 2 September 2016 at 9.00pm.

Celebrate with Rega!

After weeks of renovation, the Rega helicopter base in St. Gallen is now sporting a resplendent new look. We are opening our doors on 11 June from 10.00am – 5.00pm to celebrate with you. Visit us in Gossau and admire the new base and our helicopter fleet from close quarters. Awaiting our youngest visitors is our bouncy helicopter. We look forward to seeing you there! Incidentally, the entire Rega fleet, including an ambulance jet, will be taking part in an event at Meiringen Airport from 16–18 June. Moreover, Rega is holding its next Open Day on 10 September at its Berne base to mark its 40th anniversary. www.events.rega.ch



The numbers in this issue:

2,730

inter-hospital transfer flights were performed by helicopter crews last year – that is a good quarter of all of Rega’s helicopter missions.

+ 41 333 333 333

is Rega’s emergency number for medical emergencies abroad. Wherever you are in the world, our medical consultants and mission coordinators are there to help you around the clock.

318

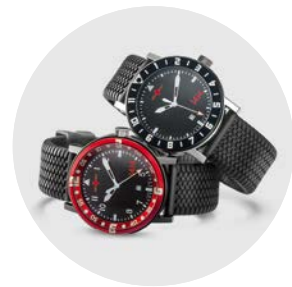
repatriations on board a scheduled airline were organised by Rega’s Operations Centre in 2015, if necessary escorted by a flight physician or flight nurse.

Unexpected meeting after a road accident

No fewer than three Rega helicopters were in operation in response to a road accident near Dietfurt (SG). The crews from the bases in St. Gallen, Zurich and Mollis met in front of a tunnel portal, in which a 47-year old man and his two sons had been involved in a frontal collision. The casualties had to be cut free from their car by the fire service and flown by helicopter to the Cantonal Hospital and Children’s Hospital in St. Gallen, as well as to the Children’s Hospital in Zurich.



New solar watch in the Rega Shop



Rega’s latest solar watches – designed exclusively for our patrons – are manufactured by a Swiss family firm. The watches, featuring a date display and a distinctive rubber strap, are available with a black or red bezel. The white luminous hour and minute hands glow in the dark. Solar cells transform light into energy, which is used to power the quartz movement. The lithium ion battery has a power reserve of up to four months.

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

Partners in the fight to save a life

Every third emergency call received by Rega is for an urgent hospital transfer. In Cindy Essl's case, time was of the essence – and also that everyone from the GP to the hospital staff responded correctly.

8





21

KSB

Kantonsspital Baden

2,730

of a total of 9,208 patients were transported by Rega crews from one hospital to another in 2015.

10

Cindy Essl is on edge as she climbs into the Rega helicopter. It is just over a year ago – on 23 March 2015, to be exact – that she was lying here as a patient, carefully packed in a recovery bag and attached to various monitors with numerous cables. Not knowing whether she would survive the day – or even the next minute. Today, accompanied by Rega paramedic Adrian Ferrari and pilot Alex Itin, she is taking another look inside the cabin of the EC 145. Afterwards, the three sit around the kitchen table at the Rega base in Zurich and over a snack reminisce about the events that brought them together.

The report over the radio does not bode well

Flashback: mouth-watering aromas are emanating from the steaming food on the plates. Lunch has just been served when shortly before 1.00pm the crew of Rega 1 receive an emergency call. It is 23 March 2015. Baden Cantonal Hospital is requesting Rega to transport a patient to the University Hospital in Basel. A secondary mission, therefore, a transfer from one hospital to another. Unlike with primary missions – where the Rega crews bring emergency medical assistance directly to the accident site – secondary missions are seldom a

matter of minutes or seconds. Generally there is time to wolf down a piece of bread or take one last mouthful of lunch. But this is not the case on this occasion. The report over the radio does not bode well. Aortic dissection. An absolute emergency.

The crew hurry to the helicopter by the quickest route. While pilot Alex Itin starts up the engines of the EC 145 and Adrian Ferrari monitors this procedure outside of the aircraft, emergency flight physician Christian Möhrlen is already studying the patient’s medical data.



Visit to the base: Cindy Essl has come to thank the Rega crew.



Aortic dissection

This acute heart illness is caused by a **tear in the inner layer of the wall of the aorta** (the main artery in the human body). The blood flows between the inner and outer layers, forcing them apart. If this happens slowly, it can go unnoticed for a long period of time. If the outer wall tears/ruptures quickly, the person **suddenly experiences severe pain, usually in the chest area**. Pain can, however, also be felt in the back, stomach, arms and legs. Depending on where the tear and blood flow blockage occurs, the person also experiences difficulty in breathing, and/or shows signs of shock or a stroke (www.swissheart.ch).



Fast and gentle transfer from Baden Hospital: Cindy Essl is suffering from a tear in the aorta. She needs to undergo an urgent operation at a specialised heart clinic.



Adrian Ferrari
53, paramedic

“It’s rare for a young patient to suffer from such an acute condition.”

The woman’s name is Cindy Essl and she is 35 years of age – really much too young for such a diagnosis.

The flight to Baden in Canton Aargau takes 12 minutes. “On the flight to the hospital to pick up the patient, we discuss the diagnosis and try to prepare ourselves as well as possible,” explains head of base, Adrian Ferrari. “In this particular case, we were struck by the patient’s age. Aortic dissection mainly occurs with patients aged between 50 and 70 years. It’s rare for a young patient to suffer from such an acute condition.” At the A&E unit at Baden Cantonal Hospital, the Rega crew meet Cindy Essl for the first time. She is accompanied by her husband, Dani. “Please be careful of her shoulder, she’s just been operated on,” he warns the crew, as they hasten to gently transfer the patient onto the Rega stretcher.

The healthcare system functions perfectly

Today, Cindy and Dani Essl want to say thank you to the crew. And they want above all to process everything that happened on that fateful day. The paramedic and pilot describe the mission and help Cindy Essl to fill in the gaps in her memory. In turn, she tells the crew things that they never or only very rarely learn about their patients. Cindy Essl had had a 10 o’clock appointment with her physiotherapist in Würenlos, a town in Aargau. A skiing accident

had brought her winter holiday in Austria to an abrupt end. Her shoulder was broken. After the operation in Switzerland, she was prescribed a course of physiotherapy to help her recover as quickly as possible. But things turned out differently.

When Cindy Essl gets up after her therapy session, her legs suddenly give way beneath her. Unbearable pains shoot through her neck, chest, back and stomach. The physiotherapist suspects that her shoulder is broken again, or that she has pinched a nerve. He reacts immediately, bundles his patient into his car and drives the few hundred metres to the practice of her general practitioner. Cindy Essl is taken straight into the treatment room. The doctor examines her and at the same time arranges for her husband to be informed.

The GP knows his patient and is familiar with her family’s medical history. And that was probably what saved her life. For heart disease is more common in her family than is usual, and the experienced doctor is sensitised to this heightened risk. Cindy Essl’s mother had had a heart attack, and two uncles had died from heart disease. When the physician also notices a significant difference in the blood pressure in the left and the right sides of her body, he realises that it is a matter of minutes. He immediately calls an ambulance and Cindy Essl is taken to Baden Cantonal Hospital. An ▶

As he is familiar with her family illnesses, her GP is sensitised to the heightened risk of heart problems. And as a result saves his patient’s life.



On the road to recovery: paramedic Adrian Ferrari explains the EC 145 to Cindy Essl – and on doing so helps her process the events that occurred.

ultrasound scan confirms the suspected diagnosis: a tear in the aorta. Time is of the essence. It is vital to find Cindy Essl a place in a specialised heart clinic as quickly as possible. She is in urgent need of an operation.

The fastest and gentlest means of transport

There is a place free at the University Hospital in Basel. Transport by road ambulance would take much too long. The fastest and gentlest form of transport is a Rega rescue helicopter. Shortly afterwards, at 1.09pm, Alex Itin sets down the EC 145 in front of Baden Cantonal Hospital. Accompanied by his colleagues, he pushes the stretcher into the A&E unit and gently lifts the young patient onto it. “I can clearly remember how carefully you moved

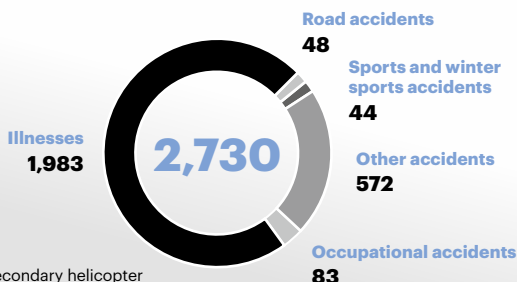
me and the attention you paid to my shoulder,” says Cindy Essl on her visit to the helicopter base. “Alex, before we took off, you told me that we had good flying weather, how long the flight would take, and that I should enjoy it. And me so afraid of flying!”

Cindy Essl does not just survive the flight, but also the subsequent operation, which lasts several hours. But the operation is not yet the end of it for the cheerful young woman. She still has a long path ahead of her before her life returns to normal. And the visit to Rega is one way of helping her to process this traumatic experience. Cindy Essl is only too aware that not just the crew and the swift transport by Rega helicopter to a suitable hospital were key to her recovery. “I owe my life to the fact that many people did exactly the right thing at the right time,” she says. The physiotherapist, the general practitioner, the ambulance staff, the hospital in Baden where she was treated first, Rega, the University Hospital in Basel – in Cindy Essl’s case, the collaboration between all the various partners in the Swiss healthcare system functioned perfectly.

When asked what impressed her most, Cindy Essl immediately replies: “My GP has enquired about my health on several occasions. Not only when I was in intensive care, but also afterwards. That’s not something that you can take for granted,” she says. And she is probably right.

K Secondary transports between hospitals

Number of patients



Rega secondary helicopter missions 2015

24h Rega

Thomas Bischofberger, 37, paramedic and base mechanic

It has taken ten years for him to get where as an apprentice he dreamed of being. Now Thomas Bischofberger is one of a dozen paramedics with a dual function – he is just as capable of performing maintenance work on a helicopter as rescuing and attending to casualties.

For someone like him, there is no such thing as a normal routine. And not just because of the 24- or 48-hour shifts that he works at the Rega base in St. Gallen – on stand-by day and night. Working as a Rega paramedic also means being confronted with extreme situations on a daily basis: horrific accidents, severe injuries, the recovery of dead persons. “You get used to it either quickly or not at all,” says Thomas Bischofberger in his quiet, calm manner. “You can’t change things anyway.”

Normally, he is able to maintain a certain distance. It is more difficult if relatives are present. “I’m really affected by missions where we are fighting to save a child’s life and are reanimating him or her with the parents standing right beside us.” In such cases, he still struggles to remain detached. “I try to focus on the great feeling you get when you are able to help somebody.” For instance, when he is able to relieve patients of their pain. Or he searches for a missing person and finds them before something terrible happens. “You couldn’t do this job without compassion,” he says. “If my feelings



were to become entirely blunted, I would have to change my job.”

It has taken Thomas Bischofberger ten years to get where he is today. The qualified electrical mechanic re-trained as an aircraft mechanic, then as a technical business manager and finally as a paramedic specialising in air rescue. Already as a teenager he had set his sights on achieving his current dual role. He gritted his teeth and slowly worked his way up. Now he offers a helping hand wherever it is needed. During the flight,

Thomas Bischofberger assists the pilot with the navigation and radio, determines the crew’s mission tactics and operates the rescue hoist – a 90-metre long steel cable that is used when the helicopter is not able to land close to the patient. At the accident site, he acts as the emergency physician’s right-hand man and provides the casualty with life-saving medical attention and care. Back at the helicopter base, he ensures that the medical supplies are replenished – and that the helicopter is ready for action at any time. “I can’t think of a way to combine working with people and technology that could fulfil me more,” says Thomas Bischofberger.

Ariane Lendenmann



Rega’s **paramedics** act as the link between aviation and medicine. Sometimes, as **base mechanics** they are responsible for maintaining the helicopter, too.

Read more on page 14 ►

“It’s simply a great feeling if I can relieve a patient of their pain.”

14



05:40

▲ No chance of a good night’s sleep: in the second night of their 48-hour shift, the crew are called out early in the morning to fly a premature baby in a transport incubator to the Children’s Hospital in Zurich.

◀ Daily cleaning and replenishing of the medical supplies: together with the flight physician, paramedic Thomas Bischofberger is responsible for ensuring that the medical provisions and equipment in the rescue helicopter are complete and ready for use at all times.



07:30

► Briefing of the crew: over breakfast, the crew discuss the day ahead. The flying weather, planned transfer flights, training sessions and scheduled maintenance work – but also the crew members’ emotional state and form on the day.



08:00



09:15

◀ Inspection of the helicopter: as base mechanic, he performs the technical checks on the helicopter in the morning, and between missions services the rescue hoist and carries out other minor maintenance tasks.



13:10

◀ Last check shortly before take-off: are the rotor blades turning properly? Are spectators standing well back from the helicopter's tail and rotor blades?



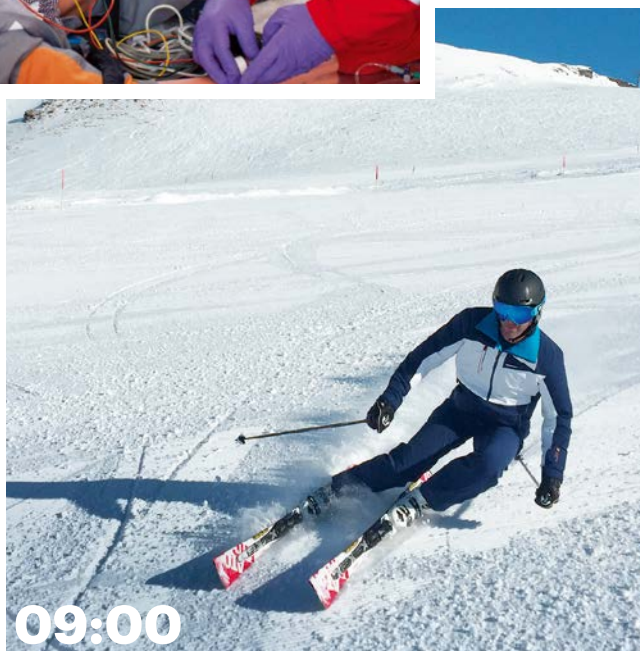
13:23



15:50

▲ Team training at the base: the crew regularly practise resuscitation procedures together on a dummy so that in a real-life situation each movement is executed correctly and precisely.

► Privately on the ski piste: if necessary, when he goes off duty, he catches up on some sleep. Then he gets together with friends and heads for the ski slopes or sets out on a mountain tour.



09:00

▲ Rescue with the hoist: as on this mission on the Säntis mountain the helicopter is not able to land close to the patient, Thomas Bischofberger assumes the task of hoist operator. He sets down the emergency flight physician next to the casualty with pinpoint precision.

The rescue helicopter of the future

As from 2021, it will be able to fly through fog and clouds to rescue people in distress even in icy temperatures and poor visibility: Rega's new AW169-FIPS helicopter.

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The all-weather helicopter marks a key milestone towards achieving Rega's vision of being able to perform rescues no matter what the weather.

A December morning sometime in the near future – for instance in 2021. The clouds are lying low over the Julier Pass and it is snowing unrelentingly. The parents of baby Gianna, who made her entrance into the world six weeks too early, are waiting with the doctors at the Upper Engadin Hospital for the arrival of the Rega helicopter. The premature newborn needs to be flown as quickly as possible to the University Children's Hospital in Zurich. Finally the whirring of the rotors can be heard in the distance; the helicopter penetrates the blanket of clouds as it makes its approach to Engadin Airport and then takes course for the hospital in Samedan. Less than an hour later, Gianna is lying in the neonatal intensive care unit at the Children's Hospital in Zurich, where she can receive the best possible treatment.

Today it would not be possible to carry out this mission in such hostile weather conditions; Gianna would have to be taken to Zurich by ambulance. In order to address this problem, Rega has for some time been pursuing its vision of being able to execute air rescues no matter what the weather. Performing flights according to instrument flight rules (IFR) is key to realising this vision. This means that the helicopter pilot completely relies on the on-board instruments and autopilot – and no longer needs to look out of the cockpit window and orientate himself by points of reference outside the aircraft. As a result, he can also fly the helicopter safely through the clouds on predefined routes in fog or snowfall.

Rega's vision comprises numerous jigsaw pieces. Some have already been assembled: all of Rega's helicopter pilots have undergone the necessary IFR training, its helicopter fleet has been retrofitted accordingly, the first IFR flight routes are currently being tested, and the establishment of a network of meteorological stations, which deliver constantly up-dated flying weather data, is also in progress.

The first helicopter of its kind worldwide

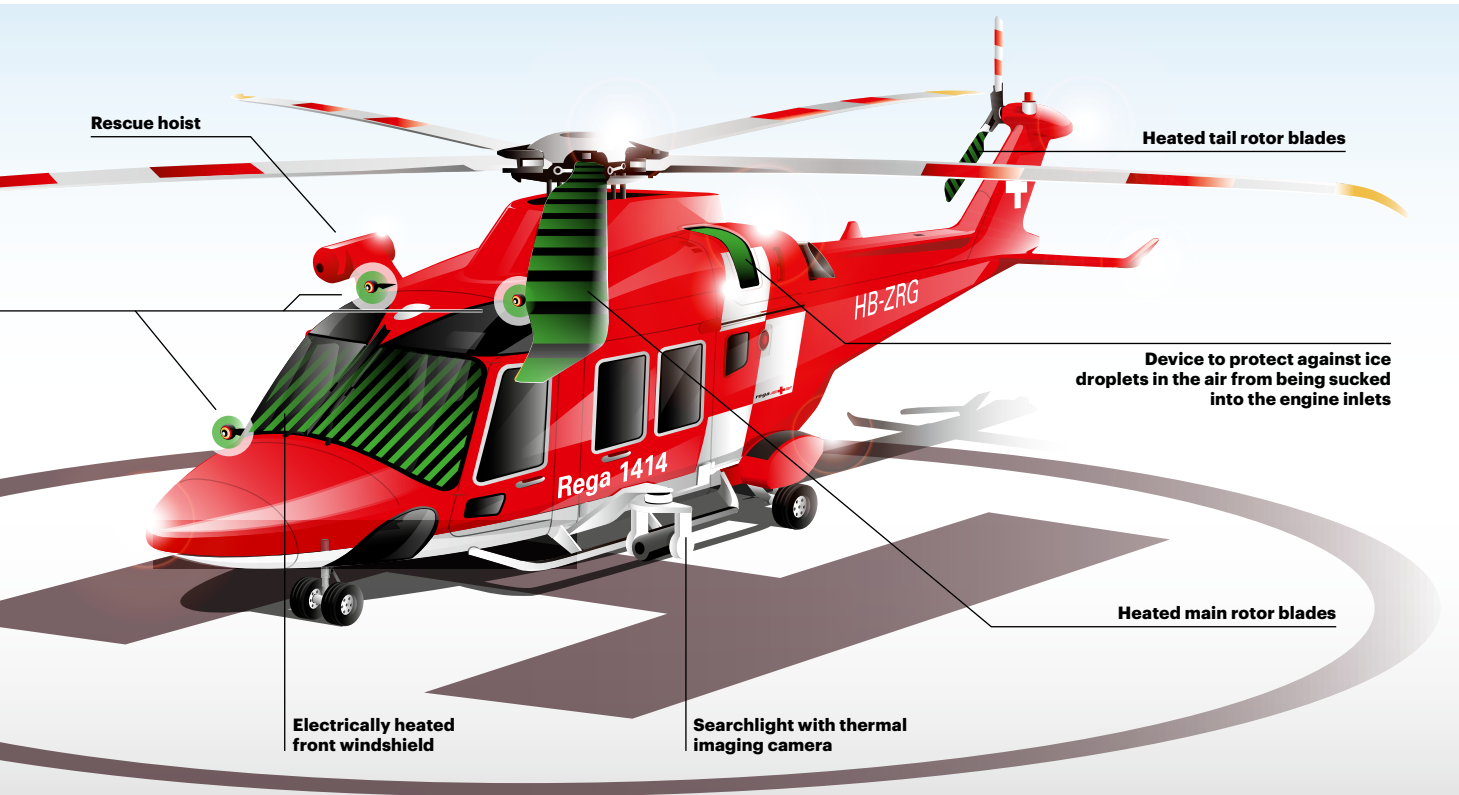
However, a vital piece of this puzzle is currently missing: an all-weather rescue helicopter. Although Rega can already perform IFR flights on individual flight routes, there is one problem that cannot be solved with the present-day helicopters: the formation of ice on the rotor blades or other parts of the helicopter in so-called icing conditions, which occur in fog and clouds when the temperature is below 4°C. Icing is extremely dangerous, as it can cause the flight performance and aerodynamics to rapidly deteriorate, which in the worst case results in the helicopter crashing.

This problem can be solved by means of an anti-icing system. Until now, only helicopters in the size category of a Super Puma are equipped with such a device, but they are much too large and heavy for Rega's sphere of operations.



Ice detectors





The new all-weather AW169-FIPS rescue helicopter

Technical data

External dimensions

Total length 14.65 m
Height 4.56 m
Rotor diameter 12.12 m

Engines

2 × Pratt & Whitney PW210A
Takeoff power: 2 × 1,108 PS

Principal requirements

- Light- to medium-weight, twin-engine helicopter
- Full Ice Protection System (FIPS)
- Glass cockpit (single/dual pilot) that can be operated by only one pilot under both visual and instrument flight rules

Capacity

Cabin capacity: 6.3 m³
(length 2.15 m, width 2.03 m, height 1.32 m)

Maximum cruising speed

approx. 250 km/h

- State-of-the-art navigation instruments of the highest precision
- Option of integrating Synthetic Vision systems (computer-generated imagery of the environment) into the cockpit
- Rescue hoist
- 4-axis autopilot

Rega is prepared to take unusual routes to push for progress in the interests of its patients. On its search for a partial replacement for the present EC 145 helicopters, it asked major helicopter manufacturers whether, in collaboration with Rega, they would be able to design an all-weather helicopter weighing no more than five tonnes. A long-standing partner showed similar pioneering spirit: AgustaWestland (now Finmeccanica S.p.A.) expressed its willingness to develop the world's first light- to medium-weight rescue helicopter equipped with an anti-icing system. And so the project, AW169-FIPS with Full Ice Protection System, was launched (see box).

Investing in the future of air rescue

“The all-weather helicopter constitutes a significant step forward for Rega,” says CEO Ernst Kohler about the development project, which will last several years. At the end of December 2015, Rega ordered three of the new rescue helicopters at a total cost of CHF 50 million, including the medical equipment. From 2021, they will be stationed at two Rega bases and fly missions in virtually every weather. Until then, further efforts will be made to piece together more of the jigsaw puzzle. With the ultimate aim of reducing the number of people Rega is

unable to rescue due to adverse weather (see report on page 26). And so that the urgently needed flight for premature baby Gianna from Samedan to Zurich will be feasible irrespective of the meteorological conditions. One day, Gianna's parents will be able to conclusively answer the question as to whether Rega's pioneering spirit, investments and persistence have paid off. We are convinced already now that this will be the case.

Adrian Schindler

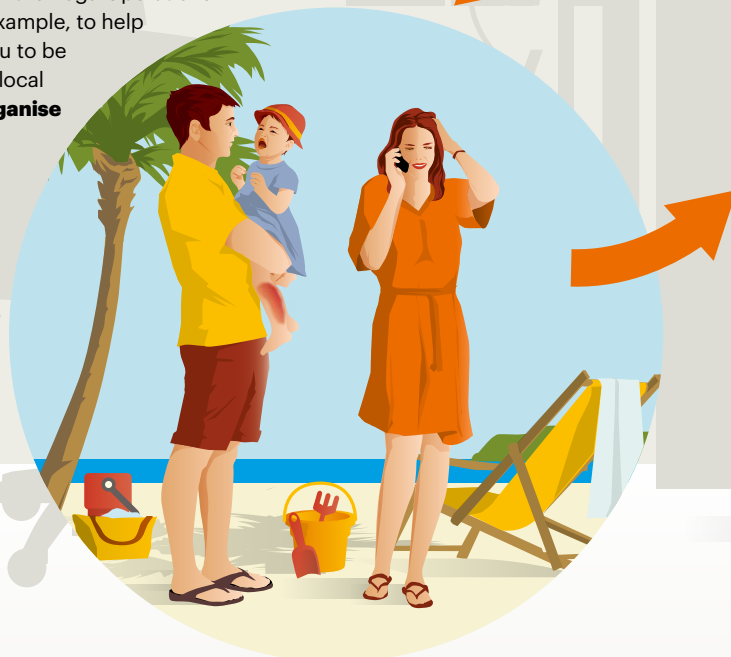
Emergencies abroad

Rega is there for you around the clock not only in Switzerland, but all over the world. If you have a medical problem while you are abroad, give us a call. In many cases, our medical consultants can help you over the phone. Or we will arrange for you to be flown home in a Rega ambulance jet or on a scheduled flight, under the professional care of a Rega medical specialist.

① Medical advice over the phone

Travellers suffering from **serious illnesses or injuries** can contact Rega's medical consultants and flight coordinators **by phone around the clock**. They will give medical advice, provide addresses of local clinics and hospitals, or help to translate and explain medical diagnoses. However, **Rega does not provide emergency assistance abroad**. In the event of an accident or serious illness, you should **first call out the local rescue services, or contact the nearest doctor or hospital**. Only then should you call the Rega Operations Centre – for example, to help arrange for you to be admitted to a local hospital or **organise repatriation back home to Switzerland**.

18



Criteria for deciding whether repatriation is indicated

The welfare of the patient takes top priority. **The Rega medical consultant on duty decides whether repatriation is necessary** and whether it is the best solution for the patient. He discusses the diagnosis with the doctor on location and talks to the patient, their relatives and the patient's own GP. **In consultation with the Operations Centre**, he decides when and how repatriation should take place.

Decision criteria:

- therapy possibilities, medical facilities and hygiene conditions on location
- possible complications after an operation and the anticipated length of the hospitalisation, treatment and rehabilitation
- risk and reasonableness of a transport
- social reasons (people requiring care cannot be left to their own devices abroad).

K Checklist when raising the alarm

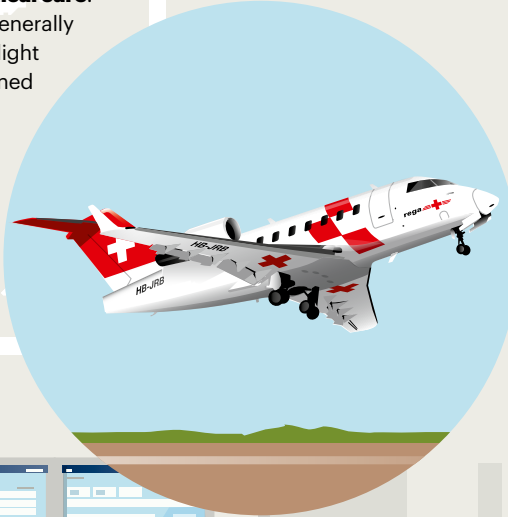
- 1 Contact person**
Full name, telephone number, e-mail address, availability
- 2 Information about the patient**
Full name, date of birth, home address
- 3 Patient's present whereabouts**
Address, hospital & ward, telephone number, e-mail address
- 4 Doctor in attendance abroad**
Full name, language(s) spoken, telephone number, e-mail address
- 5 Patient's condition**
Conscious? Mechanically ventilated? Suspected diagnosis?
- 6 Cause**
What happened? When? Where?

**Emergency number abroad
+41 333 333 333**

2 Repatriation by Rega jet

Seriously ill or injured patients are usually flown back home on one of **Rega's three ambulance jets** – particularly **if they require intensive medical care.**

The medical crew in the Rega jet generally comprise a flight physician and a flight nurse. As these flights can be planned in advance, two or more patients can also be taken on board (combined flights).



3 Repatriation by commercial aircraft

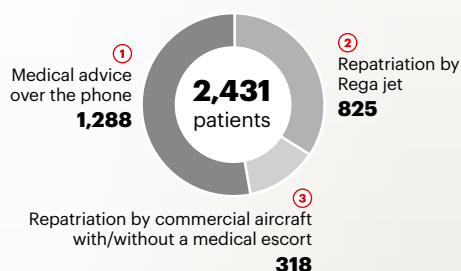
If the patient's state of health allows, repatriation takes place on a scheduled flight – **accompanied by a Rega flight physician and/or flight nurse as needed.**



Assistance offered to Rega patrons

Rega helps whenever and wherever it can. However, **repatriation cannot be guaranteed** – a mission can be prevented for medical, technical or operational reasons. As a token of thanks for patrons' support, **Rega will waive the costs of the services it has provided or organised on their behalf in accordance with the Conditions of Patronage**, provided that these costs are not covered by the person's insurance.

Emergencies abroad (Rega 2015)



Find out in our short video how Rega can help you abroad:

www.repat.rega.ch





Mammut – offizieller Ausstatter der Rega-Helikopter-Crews Von Profis für Profis

Mammut hat in enger Zusammenarbeit mit der Rega die neue Einsatzbekleidung für die Helikopter-Crews entwickelt und produziert. In der Rettung wie auch im Bergsport gilt, Spitzenleistungen unter härtesten Bedingungen sind nur dank Ausrüstung von höchster Qualität und optimaler Funktionalität möglich. Deshalb verlässt sich die Rega auf Produkte von Mammut.

www.mammut.ch



MAMMUT[®]

Absolute alpine.

Opinion



Ernst Kohler

“It simply should not be the case that some insurance providers are subsidised by Rega’s patrons.”

Every year, Rega arranges for around 1,100 people to be flown home from abroad on medical grounds. These repatriations, like all of Rega’s operational activities, are loss-making and only possible thanks to the support of its patrons. It is impossible to make money with a professional air rescue service that places the focus so strongly on its patients. The ongoing costs, such as for infrastructure or 24-hour standby, cannot in turn be charged to a third party. By way of example, the total cost of repatriation on a Rega ambulance jet from Seville in Spain is approximately CHF 45,000. Of that amount, Rega can recoup around CHF 17,000, or 40 percent. The remaining 60 percent has to be written off.

But the share of the costs that Rega is able to recover is steadily being eroded. The international air ambulance market is struggling with a slump in prices. As a consequence, quality is diminishing, too – at the expense of those who require the services. Yet Rega refuses to compromise on quality. Even if it means accepting that we will receive less money for the first-rate services we provide.

There is another trend that is giving us cause for concern: the dwindling contribution of individual insurers towards the costs. If a person has travel or supplemental insurance cover for repatriation from abroad, the provider of that insurance is obliged to assume part of the costs. Yet Individual insurers are

now seeking out legal loopholes so that they have to contribute even less, or nothing at all, towards the cost of repatriation. They are shirking their responsibility and making a profit at the expense of our patrons. Rega does not come from nothing. 60 percent of Rega’s overall budget is financed by its patrons, but the remaining 40 percent has to be recouped through its rescue missions. If individual insurers contribute even less to the cost of these operations, the sums no longer add up.

This is unacceptable. After all, insurance providers already benefit significantly from this patronage system, which makes repatriations – for patrons and non-patrons – possible in the first place. Rega even helps them save money, for repatriation considerably shortens the length of a costly hospital stay abroad. And if a complicated operation is performed in Switzerland, rehabilitation is faster and the patient is reintegrated into working life sooner. That is equally beneficial to patients and insurers alike.

It simply should not be the case that some insurance providers are in effect being subsidised by our patrons. If Rega is still to exist in twenty or thirty years from now, we must fight against this threatening trend: by not being afraid in future to “name and shame” the black sheep and to praise those insurers who shoulder their responsibility and pay their share of the mission costs.

Individual insurers are seeking out legal loopholes so that they have to contribute nothing at all towards the cost of repatriation.



Ernst Kohler

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



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Everything is perfectly organised apart from the chaos caused by the snow: the ambulance drives the patient directly to the plane, where she is raised to the level of the cabin by means of a lifting platform.



Constantly cared for by the flight nurse: Matthias Vetter monitors the patient's blood pressure and heart rate and does not let her out of his sight.

A scheduled flight with out-of-the-ordinary passengers

The aircraft thunders down the snow-covered runway in Hannover and takes off into the wintery night sky. The Swiss scheduled flight to Zurich is rough and accompanied by a great deal of turbulence. Nevertheless, for most of the passengers it is just a flight like any other. Only those sitting at the rear of the aircraft notice something out of the ordinary on this Tuesday in January. The last three rows of seats on one side are tipped right forward, and a padded metal stretcher has been placed over the top of them. Lying on the mattress is a woman, who is mostly concealed behind a curtain. Cables lead from her arm to a monitor, which constantly flashes up numbers. A man is sitting next to her, his attentive gaze switching back and forth between the patient and the monitor while he makes notes. On the sleeves of his white polo shirt is a logo with a red Swiss cross. The name badge on his chest identifies him as M. Vetter. The passengers glance surreptitiously at him



Dr Annina Gerber
42, medical consultant

“Hardly anyone is aware of the fact that we also help in the case of medical problems abroad.”

If a patron or non-patron suffers a serious illness or injury abroad, Rega builds a bridge back home. But not always using the Rega jet.

23

and whisper to each other: “Have you seen that?” “I wonder what happened?” “I think that’s someone from Rega.”

Rewind to two days earlier, Sunday at 2.29pm: a call comes in on the emergency number to the Rega Operations Centre. It is from a Swiss insurance company. A 22-year-old client has been admitted to hospital in Hannover after falling and hurting her back. In the next few days, she will need to be transported back to Switzerland for further treatment.

Medical clarification by phone

Dr Annina Gerber, the Rega medical consultant on duty, phones Herford Hospital in Hannover to get a clearer picture of the situation. “Most people in Switzerland know Rega and associate it with the rescue helicopters. But we also help in the case of medical problems abroad, something that hardly anyone is aware of,” explains Dr Gerber. “Usually, the first thing I do is call the patient or their relatives direct so that I can familiarise myself with the medical problem ▶

A special stretcher construction is fitted over the top of three rows of seats for patients that need to be transported on a scheduled flight lying down.

and find out what happened. Then I talk to the attending physician at the hospital to get a precise diagnosis and details of the patient's condition."

From the information she receives, it is clear to the Rega physician that the injured woman is stable enough to be moved but only lying down. Transport by ambulance is out of the question due to the distance of 750 kilometres. When Dr Annina Gerber hands the case over to the Rega flight coordinator, the medical indication is for "stretcher transport on a scheduled flight, escorted by a flight nurse."

Homeward bound, but not always by Rega jet

Rega repatriates patients – that is, it flies them from another country back to Switzerland – in a number of ways: on a scheduled flight without a medical escort, on a scheduled flight with a medical escort, or on board one of Rega's three

Isabel Ruzek learns from the airline that a flight from Hannover to Zurich in two days' time has enough space available for the stretcher to be installed. Next she needs to book the tickets for the accompanying flight nurse and the patient. In addition, she organises local ambulance services for the transfer from Herford Hospital in Hannover to the airport and from Zurich Airport to Balgrist University Hospital. At the same time, she finds out which Rega flight nurse is available and immediately contacts him.

Matthias Vetter is the intensive care expert assigned to this mission. At the briefing in the Rega Centre in Zurich on Tuesday morning, he is given all the details of the case: the patient's name and medical history, the telephone numbers of the hospitals and the ambulances in Hannover and Zurich, and the mission schedule. He then packs the medication and equipment that he will need during the mission. As the patient has a back injury, Matthias Vetter also takes with him a folding scoop stretcher and a vacuum mattress. Heavily loaded with equipment, he boards the bus to Zurich Airport for his flight to Hannover.

Tuesday evening, 6.00pm: Hannover Airport is in the depths of winter. The runways are covered in snow. Matthias Vetter stands at the designated meeting point, waiting for his contact person to take him to the ambulance and the patient. After a few minutes, he reaches for his mobile phone. The ambulance is delayed, the chaos on the roads is holding up the patient's transfer. A few clarifying phone calls later, the ambulance drives across the airfield and directly up to the plane, where Matthias Vetter is already waiting.



Heavily laden: the Rega flight nurse takes the medical equipment for the repatriation with him.

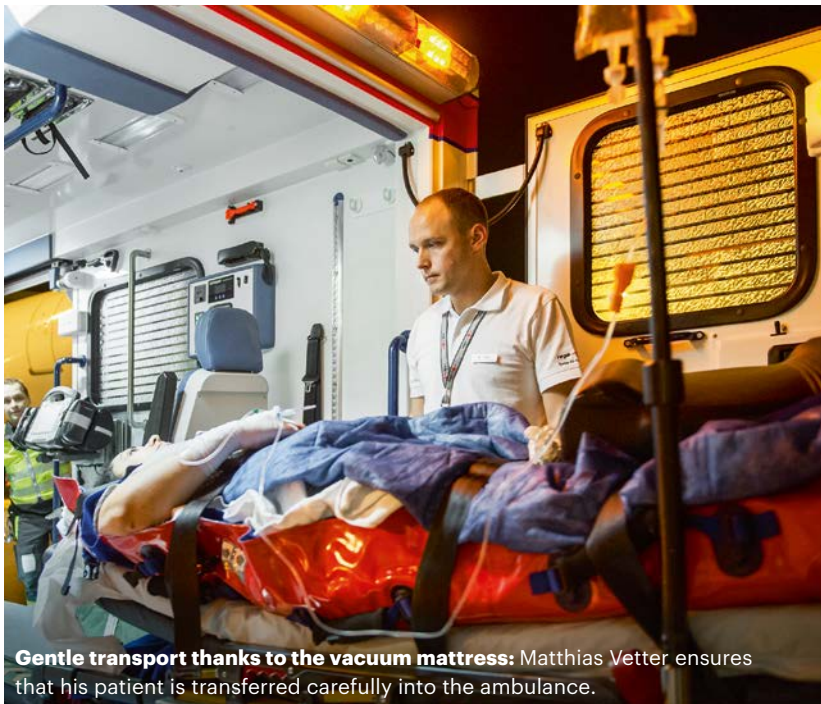
own ambulance jets. The last option is generally deployed for severely injured or seriously ill patients. Immediately after the medical consultant has decided in favour of repatriation on a scheduled aircraft, flight coordinator Isabel Ruzek contacts the airline. "With repatriations on scheduled flights, we work with Swiss wherever possible," she explains. "The airline has a special stretcher construction for cases such as these. In the Economy section of the aircraft, three rows of seats are tipped forward and the stretcher is attached over the top of them."

Specially equipped for every eventuality

First, the Rega flight nurse makes sure that his patient is comfortable and explains the procedure to her. Then she is moved from the ambulance onto a high-loader, a kind of covered lifting platform. This raises the patient to the same level as the rear doors of the aircraft, from where she is carried on board horizontally on the scoop stretcher with the aid of helpers. The two halves of the scoop stretcher are carefully pushed under the patient's body from both



In order to repatriate patients lying down, a stretcher is installed over the rear rows of seats.



Gentle transport thanks to the vacuum mattress: Matthias Vetter ensures that his patient is transferred carefully into the ambulance.

sides, allowing her to be lifted up gently and evenly. In the cabin, she is transferred carefully onto the litter construction, which Matthias Vetter has already covered with a vacuum mattress. By releasing air, the mattress moulds itself perfectly to the patient's body shape, stabilises her and prevents her from changing position. The flight nurse attaches sensors to his patient to monitor her blood pressure, pulse and oxygen saturation. He then straps her securely to the stretcher and gives the waiting pilot a sign: "ready for boarding" for the other passengers.

Professional care and service

The turbulence refuses to let up. Again and again, the aircraft sways and shakes and the 22-year-old woman lets out a groan. Matthias Vetter gets up, administers painkillers and reassures his patient. A curtain at the head of the stretcher shields her against inquisitive looks. The Rega flight nurse is not bothered by the glances from other passengers. "Most of the passengers are very considerate and let us get on with our job," he says. "The majority of people are simply not aware that as many as one in four of Rega's repatriations is carried out on a scheduled aircraft." He sits back down in his seat next to the stretcher and records the numbers on the monitor on his tracking sheet.

Just over an hour later, the turbulent flight is over and the plane lands in Zurich. Once all the passengers have disembarked, Matthias Vetter prepares his patient for her onward journey.

Under his supervision and with the assistance of the paramedics from the City of Zurich's Protection & Rescue service, the patient is again carried on the scoop stretcher from the aircraft to the high-loader and from there to the ambulance. The Rega flight nurse also stays by his patient's side throughout the ambulance ride to Balgrist University Hospital. It is only when he is certain that she is in good hands that he says goodbye to his travel companion.

At 10.00pm, after 11 hours on duty, Matthias Vetter finally leaves his patient in the care of the hospital staff – but the mission is not over for him yet. Back in the Rega Centre at Zurich Airport he has an hour of office work and the debriefing with the flight coordinator ahead of him. When he eventually heads for home, Wednesday has just begun. His patient is already asleep, safe and sound in the University Hospital.

Harald Schreiber



Give us a call if you suffer a medical problem abroad.

Our physicians are there to help around the clock. Take a look at our video: www.repat.rega.ch



You can find out how we can help if you suffer a medical emergency abroad on pages 18/19.

A close-up photograph of a pilot, Heinz Leibundgut, sitting in the cockpit of a helicopter. He is wearing a red high-visibility rescue suit with "rega" and "Leibundgut Pilot" written on it, and a black helmet. The helicopter's rotor blades are visible in the background against a clear blue sky. The text "Standing still is not an option for Rega" is overlaid in white at the top of the image.

“Standing still is not an option for Rega”

26

Heinz Leibundgut does not just sit at the controls of rescue helicopters. As Rega’s Chief Pilot, he is also involved in training helicopter pilots and promoting young people in the profession. And he is doing his utmost to ensure that in the near future people in distress can be rescued even in adverse weather.

Mr Leibundgut, how do I become a helicopter pilot at Rega?

Above all you need extensive experience as a helicopter pilot. Most of our pilots previously worked for the Swiss Air Force or a commercial helicopter firm. But Rega also wants to actively participate in training aspiring young pilots. As a result, we support half-a-dozen trainees through our own youth development programme. The candidates are selected in collaboration with our partners, the commercial helicopter

companies. The idea is that with our support, these young people can qualify as professional pilots and at a later point in their career perhaps

even sit at the controls of a Rega helicopter; however, they are not under any obligation to do so.

How does Rega support these trainee pilots?

Until now, we have mainly given the candidates financial support by paying for courses and flight hours. From summer 2016, however, we will have our own training helicopter, an Ecureuil H125. This will allow up-and-coming pilots to clock up flight hours on a turbine-powered helicopter and benefit at an early stage from the experience of the Rega flight instructors. The helicopter will also be used for, among other things, external load flights – such as recovering injured cattle in the mountains. We are investing in training young pilots so that in 10 years' time we will still be able to recruit first-class Rega pilots. Besides having experience in flying in mountainous regions and at night, the rescue pilots of the future must be able to fly missions under instrument flight rules, so that we

can realise our vision of all-weather air rescue.

What is the situation as regards Rega's vision to rescue irrespective of the weather?

We are well on track. All Rega pilots are now trained for instrument flight and our helicopters have been retrofitted accordingly. In 2015, we installed our first meteorological stations on hospital roofs, enabling the flight weather data to be con-

tinually updated around the clock. But the most important milestone is without doubt our investment in three new AW169-FIPS all-weather rescue helicopters

equipped with an anti-icing system. In addition, a section of the so-called Low Flight Network is currently being tested. This network of instrument flight routes in the low, uncontrolled airspace links hospitals and airports with each other.

Why is it still at the trial stage?

All the partners have to work very closely together. We need the Skyguide air navigation service to calculate the approach routes and develop safe procedures for controlled IFR flights in what is in fact uncontrolled airspace. In addition, the Federal Office of Civil Aviation (FOCA) is responsible for certifying these routes and procedures. In our opinion, things could happen a lot faster. The delay is regrettable, for together we can accomplish a pioneering breakthrough.

Rega wants to rescue in all weathers. Is that realistic?

Standing still is not an option for Rega. In the course of its history,



Trainee programme for helicopter pilots



Rega does not carry out basic training for helicopter pilots itself. Candidates can only apply for the trainee

programme if they have a letter of recommendation from a Swiss partner helicopter firm. Further information: www.youngpilots.rega.ch

Rega has repeatedly proved that it can make the seemingly impossible possible. Take night missions, for example: for a long time the idea was inconceivable, but now every fifth Rega mission is flown at night. However, we are fully aware that in spite of state-of-the-art technology, in future there will still be some weather conditions that make a mission impossible – such as strong, gusty winds.

Rega is investing millions in this vision. Is it worth it?

Rega is a non-profit foundation. Thanks to the support of its patrons, it is able to implement projects that are not immediately “worth it” from an economic perspective. The question that we ask ourselves, however, is: is it worth it for our patients? And the answer is: yes, of course. For if you ask the relatives of a patient who, thanks to our new rescue helicopters and a – currently not yet possible – flight in poor visibility, receives emergency medical assistance that saves his life, you will get a clear, unequivocal answer: yes! That spurs us on in our efforts to implement this vision and also convince our partners of its viability. As a result, we are continually investing in the air rescue of tomorrow.

Interview: Adrian Schindler

Abrupt end to a speedy descent

It was supposed to be an exciting descent with an overland go-kart. But Michael Ostertag suddenly loses control and crashes. A sharp metal post pierces his thigh. The alarm is raised at Rega 14 in Zweisimmen.



28

Molésion (FR), 8.8.2014

In August, 15-year-old Michael Ostertag and his father were visiting an outdoor go-kart track on the Molésion mountain in Canton Fribourg. The terrain promised a speedy descent. Michael went first in his go-kart. Everything was fine up to the first bend, but then the steering jammed and the brake ceased to function. Michael veered off the track at high speed and collided with a safety post. The pointed metal post bored into his thigh.

Dr Michael Lehmann, Rega physician

“Michael was in a state of shock, but he was very brave.”

“Oh no!”, he thought to himself in shock, “Mum’s going to kill me!” He freed his leg, stood up and hobbled over to his father, who had brought his go-kart to a halt on the track. When Michael’s father saw the ripped trousers and the abundance of blood, he immediately told his son to lie down. As the accident site was

not accessible by an ambulance, a member of staff called out Rega. The Rega 14 crew from Zweisimmen were swiftly on the scene and flew the injured 15-year-old by rescue helicopter to the Inselspital University Hospital in Berne. Dr Michael Lehmann, senior physician at Rega, recalls: “Michael was in a state of shock, but the flight in the helicopter briefly helped him to forget the gravity of the situation. He was very brave.”

But luck and bad luck came hand-in-hand: at the A&E unit, the doctors found that the sharp metal post has only just missed a vital artery in his leg by a hair’s breadth.

Harald Schreiber



Experience how Michael was cared for by the Rega crew and flown to hospital: www.operations.rega.ch



Collision at a floorball match

Wattwil (SG), 9.1.2016 During a floorball match, a 19-year old player collided with the board and injured his stomach and abdomen so badly that he was taken to Wattwil Hospital – and shortly afterwards flown by Rega to the Cantonal Hospital in St. Gallen.

Express transport across the Alps

Lugano (TI), 16.2.2016 A patient with a serious heart condition needed to be urgently transported from Ticino to the University Hospital in Zurich. Also on board the Rega jet were a cardio technician and an external, life-supporting heart-lung bypass machine (ECMO) which temporarily assumed the lung and heart functions of the 65-year-old man.

Hoist rescue from a house roof

Geneva (GE), 5.4.2016 During maintenance work, a man fell several metres from the roof into a swimming pool. As he could not be lifted out on a stretcher, the crew from the Rega-HUG partner base recovered him with the aid of a rescue hoist and flew him to hospital.

K Like a bolt from the blue

Anyone can suddenly find themselves in need of help, including through no fault of their own.

14 persons were helped by Rega after being struck by lightning or suffering an electric shock.

119 casualties needed to be flown by Rega to hospital in 2015 after they were hit or run over by a vehicle.

42 people suffering from an insect or snake bite were flown to hospital in a Rega helicopter.

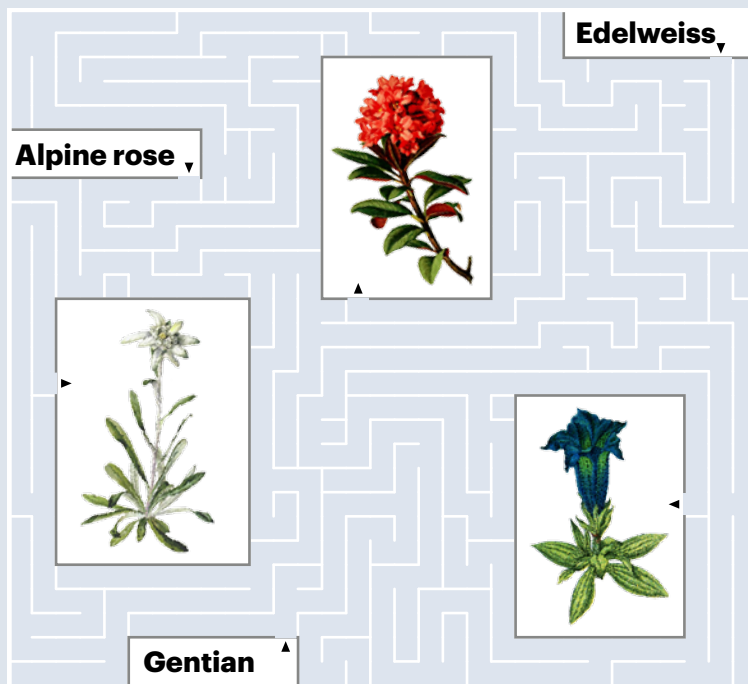




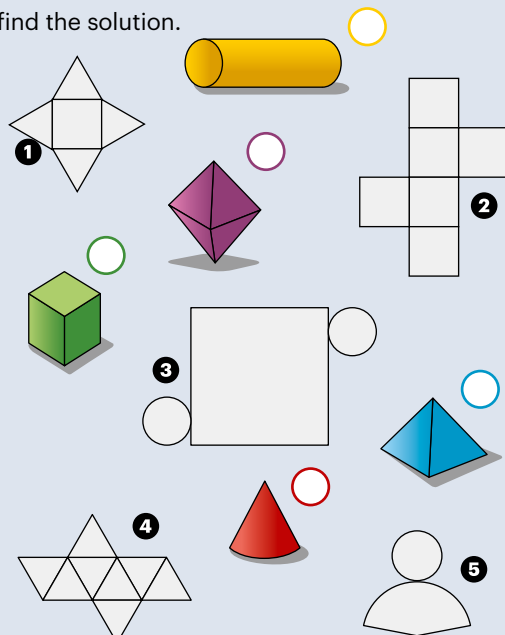
abc

Rega kids

Quiz You don't need to be an expert on flowers to find the quickest route to the edelweiss, gentian and alpine rose.



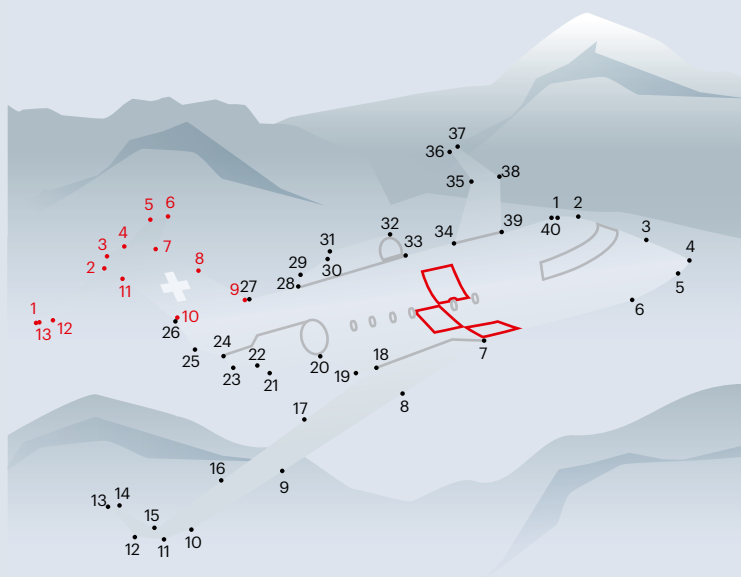
Competition Which of these white shapes can be folded to make which geometric forms? Write down the numbers in the correct order to find the solution.



Solution: ○ ○ ○ ○ ○

29

Connect the dots Find out what is spreading its wings here: connect the red dots in the right order with a red pencil, then the black dots with a black pencil. Afterwards, you can colour in the red areas.



Write the answer on a postcard and send by 31 July 2016 at the very latest to:
 Swiss Air-Rescue Rega
 'Quiz' Patrons' Magazine 1414
 PO Box 1414
 CH-8058 Zurich Airport

Ten winners drawn from the correct answers will each receive a waterproof sports bag (volume 30 litres) with an adjustable carrying strap and a reflective Rega cross worth CHF 29. **Good luck!**



Solution from issue no. 85: ski boots
Each of the following has won a shoulder bag:
 S. Andali, Agno | P. Giger, Niederglatt |
 A. Gnesa, Gordola | L. Humbert-Droz, Muhen |
 S. Kolly, Villargiroud | U. Küng, Entlebuch |
 C. Kürsteiner, Engelberg | Z. Potterat, Morges |
 K. Schrok, Montpreveyres | S. Wiedemeier, Hörli
Congratulations!

Knowledge

30

Anyone can fall ill when travelling. But you can avoid suffering far from home by being well prepared.

You have been looking forward to your hard-earned holiday for weeks, but no sooner have you arrived than you fall ill. Being poorly on holiday can ruin what should be the happiest time of the year. You may end up missing out on excursions or relaxing hours on the beach or even having

to cut your holiday short. Stomach bugs, food poisoning, allergies or sunstroke – the climate and hygiene at foreign holiday destinations are often very different from what we are used to at home. Moreover, it is a proven fact that accidents happen more frequently on vacation. We are

often more active when we are away from our everyday routine and take part in activities that we rarely or never do at home. Injuries such as cuts, broken bones or sprains are all a possible outcome.

Prevention is better than cure

The old adage that “prevention is better than cure” applies just as much to foreign travel – if not more so. Being well prepared for your trip can help to keep nasty surprises and unwelcome “souvenirs” at bay. Find out at an early stage – preferably before you book – about the climate, common diseases and any vaccination requirements for the region you wish to visit. Information on the necessary vaccinations and any other medical recommendations for the country you are travelling to are available, among others, from your GP, the Federal Office of Public Health (www.bag.admin.ch) or Safetravel (www.safetravel.ch). Before travel-

K Basic travel first aid kit

- Personal medication
- Pain relief and fever-reducing medication
- Disinfectant
- Wound dressings and gauze
- Elastic bandage
- Adhesive plasters
- Scissors, tweezers
- Thermometer in a non-breakable case



Medication for:

- Coughs, colds, etc.
- Skin irritation/itching, allergies, etc.
- Insect bites/stings
- Travel sickness, nausea, vomiting
- Diarrhoea

When travelling to malaria regions:

- Prophylactic medication or emergency supply
- Strong insect repellent
- Mosquito net

► The **Rega outdoor first aid kit** contains most of the necessary items for a travel first aid kit and has enough room for your own medication, too (Rega Shop, from page 33).

ling, also check your health insurance or accident insurance cover for sickness and accidents abroad. Think early on about taking out supplementary or travel insurance or a special policy – and please do not forget to read the small print, such as any coverage exclusions.

Ask your general practitioner

Armed with detailed information, it is now time to turn your attention to compiling your personal travel first aid kit (see box). What it contains depends very much on the type of holiday and your destination, how long you are staying, and what activities you intend to do while you are there. Therefore it is difficult to make general recommendations. If you have a specific illness, it is important to take a sufficient quantity of your medication with you, preferably in your hand luggage. Check with your doctor and be aware of any special transport restrictions or requirements (e.g. for insulin).

If you take any medication that falls under the Federal Narcotics Law, we urge you to find out before you travel whether you are allowed to take it into the country and what conditions apply. Here, too, your GP will be happy to help you and advise you on what belongs in your personal travel health kit.

Think of your skin

Besides vaccinations and a well-equipped first aid kit, a little thought and care can go a long way towards ensuring that the best weeks of the year go off without a hitch. At your holiday destination, remember to use a sunscreen with a sufficiently high sun protection factor. Depending on where you are travelling to (e.g. Australia or New Zealand), the local recommendation may even be far higher than our own standards

Rega tip

“Ask your general practitioner for advice when compiling your holiday first aid kit.”

(factor 50–70). Every sunburn is one sunburn too many and increases the risk of skin cancer. Allergies, insect bites or stings may also affect your skin on holiday. Meanwhile, a warm, damp climate and frequent contact with salt water provide perfect conditions for various infections to develop and spread.

One of the commonest conditions that afflicts holidaymakers is sickness and diarrhoea. This is caused

by a change in diet and exposure to bacteria and viruses that the body is not accustomed to.

Be sensible when it comes to culinary temptations

Traveller’s diarrhoea is unpleasant, but it usually proceeds without complication and subsides after 3–4 days. As the body loses a lot of water, compensating the loss of fluids and salt is paramount. This is especially true for babies, children and older people. The more exotic your travel destination, the more the rule applies: “Cook it, boil it, peel it or forget it!”

We wish you a happy and relaxing summer – and, most important of all, safe and illness-free holidays!

Karin Hörhager



Protect your body – inside and out



Protect against traveller’s diarrhoea:

- Boil water before drinking or at least filter it (e.g. with water purification tablets)
- Only drink liquids that have come from original, sealed bottles
- Heat food before eating wherever possible
- Only use drinking water when you clean your teeth
- Wash or disinfect your hands regularly
- As a precaution, avoid the following:
 - ice cream and ice cubes
 - dishes made with eggs
 - raw seafood
 - unclean water, salads, raw vegetables, etc.
 - unpeeled fruit and fruit salad



Protect your skin:

- Use a high-quality sunscreen with a high sun protection factor, and apply liberally and regularly
- Avoid direct exposure to the sun
- Wear sunglasses with high UV protection to protect your eyes
- Wear shoes/sandals in the sand
- Shower regularly and apply cream afterwards
- Avoid insect bites/stings by wearing appropriate clothing and using an insect repellent
- Disinfect any injuries thoroughly and repeatedly; if skin irritation/itchiness occurs, apply substances that soothe the skin




Schülerinnen und Schüler lernen Erste Hilfe

Jährlich geschehen gemäss der Beratungsstelle für Unfallverhütung bfu mehrere Tausend Unfälle an Schweizer Schulen. Die ersten Minuten können für den Erfolg der Hilfeleistung entscheidend sein.

Schulsamariterinnen und Schulsamariter leisten bei Unfällen auf dem Pausenplatz, bei Sportveranstaltungen, auf der Schulreise aber auch in der Freizeit rasch und kompetent Erste Hilfe. Der örtliche Samariterverein unterstützt Schulleitung und Lehrkräfte beim Erstellen eines Schulsanitätskonzeptes und schult Schülerinnen und Schüler in Erster Hilfe.



Weiterführende Informationen und Kontakt
unter www.samariter.ch

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oder www.rega.ch

rega 

Rega Shop

Diverse fan articles and practical items for summer 2016

OUR
HIGH-
LIGHTS

NEW



33



1 Rega solar watches 289.— each

Unique: the latest solar watches in Rega's product range have been designed exclusively for our patrons. The variant with the black bezel has a sporty look. The numerals on the red model create distinct accents; this watch delights with its casual, modern style. The rubber strap with a tyre tread pattern underscores the unique character of both models.

Solar cells transform light into energy, which is used to power the Swiss quartz movement. The lithium ion battery has a power reserve of up to four months. The luminous white hour and minute hands glow in the dark, while a red & white hand indicates the seconds. A date display at 6 o'clock rounds off the special features.

- Solar cell dial
- Case diameter: 42 mm
- Black rubber strap with tyre profile
- Water resistant 5 atm/50 metres
- Two-year guarantee on manufacturing and material defects

Solar watch, black

- Black bezel made of anodised aluminium, with hardened mineral crystal
- Middle part of the case made of polished steel

Solar watch, red

- Red bezel made of anodised aluminium, with hardened mineral crystal
- Middle part of the case made of blackened steel

► **Special feature:** SWISS MADE

NEW



2 Capcool 39.—

This intelligent cap provides high UV protection (UPF of 100+) and thus protects the scalp from harmful UV sun rays. The top-quality fabric is made in Switzerland and thanks to its functional textile properties has a cooling effect, prevents the build-up of heat, and is also water- and dirt-repellent. In addition, reflective elements increase visibility in the dark.

- Colour: black
- Material: 92% polyamide, 8% elastane
- Dimensions: one size, adjustable
- Care: wash separately at 40° C (do not use fabric softener)

► **Prevention:** 100% UV protection, Capcool is recommended as head protection by dermatologists.

CLASSIC

34



3 "Traveller" multitool by Victorinox 112.—

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

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

5 Daypack 79.—

The sporty day rucksack is equipped with an Airstripes system, allowing sufficient ventilation to the back. The main compartment is big enough to hold an A4 folder or file.

- Colours: anthracite & red, with reflective stripe
- Anatomically shaped, padded shoulder straps
- Equipped with various pockets
- Detachable waist strap
- Material: nylon and Super-Polytex 330D
- Volume: 25 litres
- Dimensions: 46×33×21 cm (H×W×D)

► **Free extra:** foldable seat cushion in red (33×33 cm) with carrying pouch.



NEW



4 Sports sunglasses with high-quality lenses 149.—

The sports sunglasses TN deluxe skiny with photochromic, polarised lenses that automatically adjust to changing light conditions. Unbreakable Class 1 lenses.

100% UV protection up to 400 nm, high-tech frames made from high-grade material, flexible yet stable. The sunglasses weigh just 28 grams. CE certified. Comes in a sturdy case with a carabiner and a looped belt strap, as well as a micro-fibre pouch. Black. Additional technical information: www.TNsunglasses.ch

► **Special:** TN sunglasses Rega Edition.

6 Fabric belt 29.—

Trendy fabric belt from Mammut, with the Rega logo embossed on the metal buckle.

- Colour: black
- Material: 100% polyester
- Dimensions: length 110 cm, can be shortened as required, width 4 cm.



7 "Rega Backstage" illustrated book 45.—

Many generations have shaped the success story of air rescue since its first beginnings in 1952. 120 impressive pictures coupled with fascinating texts document how state-of-the-art emergency medical care by air is performed. The authors are Rega employees. AS Verlag. Published in four languages: D/F/I/E. Format 30×24 cm, 128 pages.



BESTSELLER

8 Outdoor first aid kit 89.—



The most important first aid items for outdoor use, compiled by Rega doctors. The set contains top-quality material (from IVF Hartmann) and includes innovative moist wound dressings.

Besides a first aid checklist, the kit encompasses 17 high-grade articles, including antiseptic wipes, various plasters, bandages and tweezers for attending to minor injuries on the move. The entire contents are listed at www.shop.rega.ch



9 Summer cap 15.—

Anthracite-coloured cap with embroidered lettering. One size, adjustable. 100% cotton.



10 Sleeping bag, light 69.—

The Rega sleeping bag with a comfort temperature of +8° C is suitable for use between spring and autumn in, for example, a tent or hut. Comes with a carrying bag.

- Mummy shape with a neck baffle for extra warmth
 - Dimensions: for body length of up to 185 cm
 - Outer material: tear-free Ripstop polyester
 - Inner material: polyester
 - Filling: hollow polyester fibres
 - Comfort temperature: +8° C
 - Lower temperature limit: 0° C
 - Weight: 1200 g
- **Order now:** only few left in stock!

11 Suitable for use with silk inner sleeping bag 69.—

NEW



12 Waterproof sports bag 29.—

Robust carrying bag, suitable for water sports or as a courier bag. Water- and dust-proof. To close, the top fold-over end is tightly rolled down three times and the two clasps are clicked together. Thanks to this rolling technique and the integrated reinforcement strip, the contents remain dry.

- See-through panel on the back
- Design on the front: reflective Rega cross on a red background
- Adjustable carrying strap
- Material: coated polyester fabric
- Volume: 30 litres
- Dimensions: Ø 26 cm; height unfolded 60 cm



13 Uvex city i-vo bicycle helmet 119.—

All-rounder bicycle helmet city-i-vo in the proven, first-class Uvex quality, made in Germany. Anthracite & silver.

- Shell size: 52–57 cm (S)
- Size can be adjusted to fit head perfectly
- 24 air vents
- Inner parts can be removed and washed
- Removable visor
- Bug protection netting
- LED lamp included
- Complies with standards EN 1078/TÜV GS/CE
- Weight: 225 g

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



14 Remote-control model helicopter – Eurocopter EC 145 69.—

Easy to fly: remote-control Eurocopter EC 145 model helicopter in the Rega design, scale 1:72. Fuselage made of plastic. The coaxial rotor system with electronic gyro guarantees precise and stable flying indoors, as well as outdoors when there is no wind. Integrated 3.7V/150mAh LiPo battery. 3 frequencies, 2.4 GHz.

► **Extras:** LED searchlight with on/off switch.

► **Information:** This is not a toy; suitable for users aged 14 years and over.



15 Eurocopter EC 145 29.—

Collector's model of the EC 145 (not suitable as a toy), scale 1:45, 22 cm, metal.



16 AgustaWestland Da Vinci 29.—

Collector's model of the Da Vinci (not suitable as a toy), scale 1:43, 27 cm, metal.



17 Challenger CL-604 29.—

Collector's model of the twin-engine ambulance jet (not suitable as a toy), scale 1:95, 22 cm, plastic.

Online Shop

Place your orders in comfort and around the clock online via the Rega Shop.

www.shop.rega.ch

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**

Terms and Conditions

- 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 EUR 30.– (CHF 30.–) 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.shop.rega.ch or by completing the order form and sending it in a stamped envelope to: Rega Shop, Postfach, CH-3076 Worb.

Sender (please complete in block letters)

Ms Mr

Family name _____

First name _____

Street/No. _____

Area code/Town _____

Tel. _____

Patron no. _____

Signature _____

Thank you for your order.

For the youngest Rega fans



18 Wooden Rega helicopter and jet 15.— each

Destination nursery: the helicopter and jet in the red & white Rega colours are made from maple wood and guarantee budding young pilots hours of fun. There is plenty to discover, feel and grasp: rounded contours, a movable propeller, rolling wheels. Recommended for children aged 10 months and over. Manufactured by Hape Toys, complies with European toy standards. Dimensions: 12.7×8.8×6.5 cm (L×H×D).

CLASSIC

19 Globi jigsaw puzzle 29.—

Globi accompanies the Rega helicopter crew and helps save a mountain-climber. For children aged seven years and over. 300 pieces. Dimensions: 49×36 cm.

20 Globi CD, colouring book and storybook For prices, see order form

Globi articles for Rega's youngest fans: colouring book (6 pictures to colour in), storybook (in German) and CD with Globi's adventures related in Swiss-German.

21 Kindergarten bag with jet or helicopter 29.—

These kindergarten bags with a printed Rega helicopter or Rega jet motif have room for a healthy morning snack and a small drinking bottle. Robust, reflective metal fastener, adjustable strap. 2-year guarantee (Funke brand).

Order Form

rega

No.	Article	Price (CHF)	Amount	Ref.
1	Solar watch, black	289.—	_____	60004
	Solar watch, red	289.—	_____	60012
2	Capcool	39.—	_____	30042
3	"Traveller" multitool by Victorinox	112.—	_____	90002
4	Sports sunglasses	149.—	_____	90038
5	Daypack	79.—	_____	90045
6	Fabric belt	29.—	_____	90015
7	"Rega Backstage" illustrated book	45.—	_____	10017
8	Outdoor first aid kit	89.—	_____	90040
9	Summer cap	15.—	_____	30034
10	Sleeping bag, light	69.—	_____	30036
11	Inner sleeping bag, silk, orange	69.—	_____	30035
12	Waterproof sports bag	29.—	_____	90069
13	Uvex bicycle helmet S (52–57 cm)	119.—	_____	70011
14	Remote-control model helicopter	69.—	_____	50016
15	Eurocopter EC 145, 1:45	29.—	_____	50002
16	AgustaWestland Da Vinci, 1:43	29.—	_____	50006
17	Challenger CL-604, 1:95	29.—	_____	50003

No.	Article	Price (CHF)	Amount	Ref.
18	Wooden Rega helicopter	15.—	_____	40028
	Wooden Rega jet	15.—	_____	40029
19	Globi jigsaw puzzle	29.—	_____	40021
20	Globi CD, Swiss-German	17.—	_____	40004
	Globi colouring book	4.—	_____	40001
	Globi storybook, German	20.—	_____	40002
21	Kindergarten bag, helicopter	29.—	_____	40030
	Kindergarten bag, jet	29.—	_____	40031

Outdoor, see Webshop www.shop.rega.ch

Trekking poles	69.—	_____	90061
Pocket hiking umbrella	49.—	_____	90065
Baseball cap	15.—	_____	30001

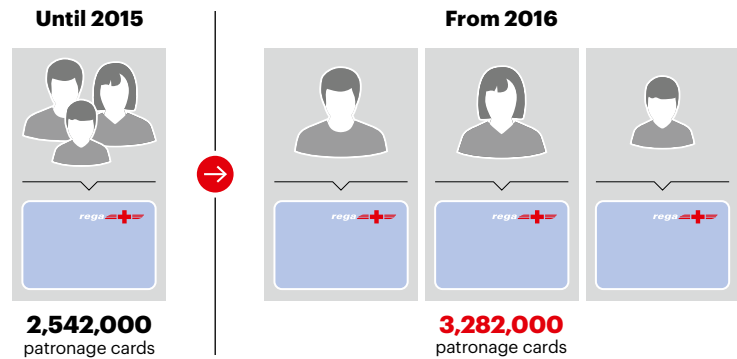
● New ● Bestseller ● Classic

For more articles in our range: www.shop.rega.ch

Thank you for your patience

Over three million people place their trust in Rega. Our Administration department now registers each one of our patrons – but this takes time. Many thanks for your understanding.

All persons listed under a single patronage are now recorded individually:



Rega keeps its pledge to its patrons

In 2015, Rega's patronage data management system underwent far-reaching changes thanks to the installation of brand new software. As a result, everyone included in a single patronage will now be recorded individually. This means, for example, that a family of six will be assigned six patronage numbers and sent six patronage cards. Many thanks for helping our Patronage Centre keep our patronage data up to date by informing them of any changes in your personal data. Unfortunately waiting times are unavoidable and we would like to take this opportunity to thank you for your patience. If an error has found its way into your personal data, you do not need to worry – Rega's pledge to its patrons still remains valid!

► The contact form for amendments can be found at: www.info.rega.ch

Emergency numbers

Emergency number, Switzerland **1414**
Emergency number, abroad **+41 333 333 333**

Patronage Centre

Matters concerning patronage
Tel. Switzerland **0844 834 844**
Tel. international **+41 44 654 32 22**
Monday – Friday
8.30 – 12.00 noon, 1.00 – 4.30 pm

Rega Newsletter

www.newsletter.rega.ch

Rega Shop

Tel. Switzerland **0848 514 514**
Website **www.shop.rega.ch**

General information

Switchboard **+41 44 654 33 11**
Website **www.info.rega.ch**