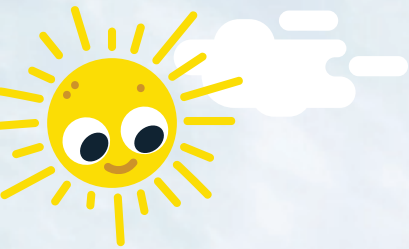


1414

The Rega magazine



Now with
RegaCLUB
magazine

Take off with us!

Get to know Rega better
and take part in RegaCLUB.





2

Contents

News Latest news and interesting facts from the world of Rega	4
Reportage A day on the ski piste with the crew from the Rega base in Untervaz	6
Opinion by Ernst Kohler, CEO of Rega	11
Outlook Why the Rega fleet is able to take off at any time	12
RegaCLUB magazine The new magazine for the youngest Rega fans	15
24h Rega Willi Simic, head of the flight school	23
Feature Insight into the work of a Rega medical consultant	26
Dialogue Stefan Puskas negotiates with partners all over the world	30
Knowledge How to react in emergencies involving children	32
Marketplace Popular products in the Rega Shop	34

Publication information

Rega magazine 1414, issue 101, November 2023

Published by:

Swiss Air-Rescue Rega, PO Box 1414, CH-8058 Zurich Airport, rega.ch

Foundation Board & Management Board:

rega.ch/organisation

Editorial team: David Müller, Editor-in-Chief, Karin Zahner, Managing Editor, Maria Betschart, Mathias Gehrig, Federica Mauri, Adrian Schindler, Ron Sinoimeri, David Suchet, Jérôme Zaugg, Corina Zellweger

Photos: Andrin Fretz (1, 2, 15), Susanne Meurer (4), Marcel Jordi (4), Tom Lüthi (5, 24–25, 26–29), Jérôme Zaugg (6–10), Adrian Bretscher (11, 30), Markus Petz (12), provided by Museum of Transport (16), Adrian Schindler (17, 21, 23), Remo Nägeli (18), Ron Sinoimeri (25)

Concept/Design/Prepress:

Source Associates AG

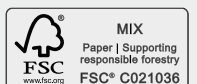
Production: tutto fatto

Print: Swissprinters

Total circulation: 1.9 million

Published: twice a year

Reprints permitted with sources indicated.



“We were fascinated by the size, power and sleekness of the helicopter”



David Müller
Editor-in-Chief

I remember very clearly when I was a young boy on a skiing holiday with my family and one afternoon a red-and-white helicopter suddenly appeared over our heads, or rather over the ski slope. There had been an accident not far from where we were. My siblings and I were fascinated by the size, power and sleekness of the helicopter. We stood back in awe as it prepared to land. For us, the people that climbed out of the helicopter were heroes who had appeared from out of the sky to help an injured person.

You can imagine what the number one topic of conversation was at the family dinner table that evening and what career aspirations we children suddenly had.

Many children in Switzerland today feel the same way as we did back then. Helicopters and planes hold a great fascination for them. And when these aircraft present themselves in a “Swiss look” and represent a worthwhile cause, this gives rise to an emotional and even long-lasting connection. At Rega, we have felt this enthusiasm and affection for decades. It is therefore high time to launch a fan club for our youngest members: RegaCLUB. The current issue of our magazine is unmistakably dedicated to this new project.

I wish you all, adults and children alike, an enjoyable read.

Takeoff



Cockpit crews can now train in Switzerland

Rega has purchased a new helicopter simulator featuring interchangeable cockpit modules for the various helicopter types operated by Rega, as well as a jet simulator. This means that in future all cockpit crew members can complete their mandatory training in Opfikon and no longer have to travel abroad to do so. The investment in self-owned simulators not only saves travel costs, but also increases the availability of the crews: after a training session in Switzerland, the cockpit crews are available for missions more quickly. Highly-trained crews are fundamental for successful and safe rescue flights. In the simulator, pilots train emergency procedures and situations that are hardly – or not at all – possible to practise in real life. This ensures that the cockpit crews are as optimally prepared as possible for their missions to help people in an emergency.



Many thanks for your donation

We regularly receive generous donations – after a Rega mission, after a tour of a Rega helicopter base, and also in memory of a deceased relative or friend. Many donors do not wish to be named or thanked individually. We would therefore like to take this opportunity to express our heartfelt thanks to each and every one of them. Their contributions help to keep Rega in the air and ensure that Rega, as a non-profit foundation, can continue to provide independent, professional and reliable air rescue services for people in distress in future.

► Further information: [rega.ch/donations](https://www.rega.ch/donations)

Visit us online

[rega.ch](https://www.rega.ch)
[regaclub.ch](https://www.regaclub.ch)

Rega on social media

 **rega_offiziell**

 **rega1414**

 **regatvEN**



New highlights at the Rega exhibition at the Museum of Transport

Did you know that you can also experience Rega at the Swiss Museum of Transport in Lucerne? Over the past few months, the exhibition in the Aviation Hall has been revamped and now features new highlights. Take a seat in the Operations Centre and find out more about the work of Rega's flight coordinators. Accompany our crews in action in the new film in the Rega cinema. What's more, a RegaCLUB corner has been specially created for children, where they can learn about the world of air rescue in a fun way.



The Rega ambulance jets

3

Bombardier Challenger 650 ambulance jets belong to the Rega fleet.



4925

hours – that is how long the three Rega jets spent in the air last year.



1045

patients were flown back to Switzerland in the jet by Rega crews in 2022.

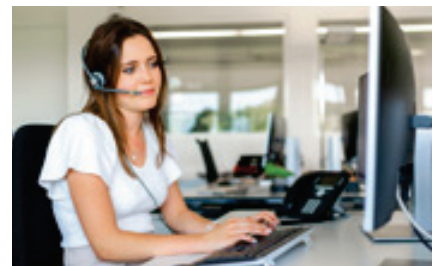


Stunning views for 2024

This year, our employees have once again captured unforgettable moments and moods for you with a camera during Rega missions at home and abroad. The wall calendar takes you on a journey through everyday life at Rega.

► Order via the Rega Shop from page 34 or online at regach.shop

5



Rega patron portal: is your data up to date?

Has there been a new addition to your family and you want to register your child for free? Would you like to notify us of a change of address or check if you have paid your patronage contribution? You can do all this quickly and easily online via our patron portal. Here you can manage and update your personal details yourself at any time.

► Register at regach/login

Stranded in the ravine



While evacuating two snowboarders, every movement made by the crew from the Rega base in Untervaz is perfectly executed. It is one of five missions that they are called out to on this Saturday morning.

Paramedic Beda Suter has just refuelled the helicopter after the third mission of the morning when the next alarm call comes in. To enable the crew to optimally prepare for the upcoming mission, the Rega Operations Centre also sends the key information along with the call-out request: a man and a child are stranded in dangerous terrain, the rescue hoist will probably be needed.

Ready for the rescue hoist

Thanks to clearly defined procedures, the crew are able to take off as quickly as possible. While pilot Andreas Flütsch starts up the engines of the AgustaWestland Da Vinci, emergency flight physician Anne Bütikofer is already clambering into her climbing harness. Consequently she is ready to be lowered on the rescue hoist to the stranded persons.

The paramedic lowers the emergency flight physician to the ground on the rescue hoist.

1814

times – that is how often the Rega crews went into action last winter to help injured winter sports enthusiasts.

Beda Suter does not take a seat next to the pilot in the cockpit as usual. Instead, he joins Anne Bütikofer in the cabin, from where he will subsequently operate the rescue hoist. Just a few minutes after receiving the alarm call, the helicopter is in the air and Andreas Flütsch

radios the Operations Centre: “Rega from Rega 5, we’re on our way to Grüşch”.

Eventful day of missions

On this Saturday during the school holidays, Rega 5 – the radio code of the crew from the Untervaz base – had already flown several missions that morning. A skier had injured her shoulder on her first descent of the day in Arosa. Already while the patient was being handed over to the hospital



Checklist for raising the alarm

1. **Where** has the accident occurred?
2. **Who can be contacted** at the accident site and **how**?
3. **What** exactly happened?
4. **How many casualties?**
Nature of their injuries?
5. **What** is the **situation** at the accident site?
6. **What** are the **weather conditions** at the accident site?
Visibility? Rain? Wind?



How to call out Rega in Switzerland

By calling **emergency number 144** or via the **Rega app**. This free emergency app transmits the caller’s coordinates directly to the Operations Centre. This saves valuable time in an emergency.

► Further information on raising the alarm:
rega.ch/raising-the-alarm

staff, the helicopter crew received their next assignment. In Lenzerheide, another skier had lost control of her skis, flown over a large mound of snow and landed heavily on the piste. She, too, was flown to hospital with suspected traumatic brain injury and injuries to her leg, hip and arm before the Rega crew returned to their base. Less than ten minutes later, however, Andreas Flütsch, Beda Suter and Anne Bütikofer were already on their way again: a young snowboarder had fallen on the piste in the Grüşch-Danusa ski area and was complaining of severe pain in his shoulder. The crew also flew him to hospital for further clarifications.

Grüşch for the second time

Just shortly after returning from Grüşch, Rega 5 is once again heading back in the same direction. While snowboarding, a young father and his eight-year-old daughter ended up in an icy ravine and could not get out again. In order not to put himself and his daughter in any further danger, the 31-year-old alerted Rega’s



Left: The Rega crew, a piste patroller and helpers together attend to the injured boy.

Right: During the flight to hospital, the emergency flight physician monitors the boy's condition.

Operations Centre. “The father reacted correctly,” says paramedic Beda Suter. “Raising the alarm early on can – as in this case – prevent something worse from happening.”

As the rescue helicopter approaches the ravine, Beda Suter opens the cabin doors. He and emergency flight physician Anne Bütikofer look down and try to locate the father and his daughter. However, the ravine is in the shade and snow-free areas and trees make it difficult to spot them. Pilot Andreas Flütsch flies the helicopter up the mountainside above the frozen stream at the bottom of the ravine once more before radioing the Operations Centre. He asks the flight coordinator to contact the father and set up a conference call. Consequently, the Rega crew are able to speak to the father over the inflight telephone and he can guide the helicopter to the right place.

Every movement is just right

Training is regularly carried out to ensure that the teamwork between the Rega crew members functions optimally even in stressful

situations, such as a high volume of missions or immense time pressure. This also applies to missions with the rescue hoist, where it is particularly important that the three-person crew work closely together. Beda Suter attaches the hook of the rescue hoist to Anne Bütikofer's climbing harness and checks the safety catch before she stands on the step bar, a narrow metal skid outside the helicopter. After a visual check, she makes a thumbs-up sign – the signal for Beda Suter to lower her on the rescue hoist to the two stranded snowboarders on the ground. The three crew members are in constant contact with each other via radio. In this way, pilot Andreas Flütsch knows what is happening behind and beneath him, and Beda Suter can give the helicopter pilot instructions so that he can set Anne Bütikofer down on the ground with pinpoint accuracy. Once the emergency flight physician has reached the father and his child, her colleagues fly to a temporary



The father reacted correctly: raising the alarm early on can prevent something worse from happening.



Above: The emergency flight physician is ready to be lowered on the hoist. **Top right:** Heading down towards the ravine. **Bottom right:** The father is evacuated on the hoist together with his snowboard.

landing site and wait there until she has prepared the two uninjured persons for evacuation with the rescue hoist.

When all three are ready, the helicopter returns to the ravine and Beda Suter lowers the hoist hook to Anne Bütikofer. She attaches herself, the young girl and the girl's snowboard to the hoist cable and gives the paramedic a hand signal, indicating that he can pull them up on the hoist.

Suspended beneath the helicopter, the two are flown to the temporary landing site and set down on the ground. The daughter remains there and waits for her father to also be flown out of the ravine. Once both snowboarders have their feet on terra firma once more, Beda Suter accompanies them to the nearby road. There a woman driving by agrees to give the father and

his daughter a lift to the bottom station of the aerial cableway.

A late lunch

Hardly ten minutes back at the base and the crew are called out on the fifth mission of the day. A child has fallen while skiing on the Heinzenberg. The boy is crying and complaining of severe back pain, but it is not possible to localise exactly where it is coming from. Emergency flight physician Anne Bütikofer therefore decides to fly him to hospital for further investigation.

Back in Untervaz, pilot Andreas Flütsch sits down at the desk to complete the mission reports. Beda Suter refuels the rescue helicopter and then helps Anne Bütikofer to replenish the medical supplies before the three of them finally have time for a short rest and a late lunch.

Jérôme Zaugg

There is no such thing as a false alarm: in case of doubt, it is better to request help once too often.

“Rega also supports municipalities, cantons and the Confederation.”

Ernst Kohler

60, CEO of Rega



Our emergency number 1414 adorns the bellies of our Rega helicopters, as well as the cover of this magazine. In an emergency, you dial the number 1414 and we come to your aid: swiftly, professionally and in an uncomplicated way. This is the Rega you are familiar with.

But did you know that Rega also regularly supports municipalities, cantons and the Confederation when there is a “fire” somewhere – whether literally or figuratively – and professional help is required?

I would like to give you three current examples that show that Rega is also a reliable, versatile and readily available partner for the authorities.

In the first example, a village fire brigade called in the middle of the night. It urgently needed a helicopter crew that was permitted to fly at night to extinguish a spot forest fire before it could spread to become a wildfire. Shortly afterwards, a Rega

crew flew over the seat of the fire and released the first 500 litres of water. Further flights followed and a major fire was prevented.

In the second example, Rega assisted the Graubünden cantonal police in their search for a female mountain hiker who had been reported missing in the Maloja region. With the aid of the thermal imaging camera installed on our search helicopter, our specialists, in collaboration with the police, were able to find the woman alive and well and evacuated her that same evening.

Even the Swiss Confederation regularly calls on Rega’s expertise: for example, for some time now we have, on its behalf, been flying injured Ukrainian civilians, many of them children, to Switzerland on board a Rega jet. However, Rega not only carries out the transport, but also makes the preliminary medical clarifications. In addition, together with the hospitals, we coordinate the

distribution of patients to the various regions of the country.

These are just three examples from countless other tasks that Rega performs on behalf of the municipalities, the cantons or the Swiss Confederation, but which are not widely known.

We are pleased to take on these varied additional tasks in accordance with the purpose of our Foundation, which states: “Rega provides assistance wherever its intervention can serve to maintain, preserve, or protect human life or health”. The fact that we are able to help other people – including you – in an emergency in the first place is thanks to you, our valued patrons. For with your patronage contribution you keep us in the air and enable us to help wherever we are needed.

Our help begins with your contribution. A small contribution with a big impact for the whole of Switzerland. For this, I would like to express my heart-felt thanks.

Indispensable specialists in the background

The Rega fleet is ready for action around the clock, 365 days a year. To guarantee this, it must be in top working order. More than 50 specialists are responsible for organising and carrying out the maintenance work on the aircraft. Below you can learn more about the procedures at Rega's in-house maintenance facility.



Meticulous planning is required to ensure that the detailed specifications for the maintenance of the jets and helicopters are complied with at all times, but that the fleet still remains fully operational. The primary objective is to keep the downtimes in the hangar to an absolute minimum while at the same time ensuring maximum safety and quality, so that the aircraft are ready for action again as soon as possible. The procedure for performing the maintenance activities is as follows:

1. The annual plan

The two Nominated Persons Continuing Airworthiness each draw up an annual plan containing all the scheduled maintenance tasks for the 20 helicopters and three ambulance jets. On paper, the time sequence is clear: maintenance is prescribed

after a certain number of flying hours or months. With the Airbus Helicopters H145 helicopters, for example, this is the case after every 400 flying hours or 12 months, and with the AgustaWestland Da Vinci helicopters after every 200 flying hours or 6 months. The specifications must be strictly complied with. However, if Rega flies many missions, the maintenance intervals are shorter and the planning schedule has to be modified. Unexpected defects and crew training also need to be taken into account.

A minor periodic inspection on the Da Vinci helicopter, for instance, takes around seven days and on the ambulance jet about five days. In contrast, a complex check, such as that conducted on the Rega jets every four years, lasts between one and two months.

2. The work package

Based on the annual plan, the fleet manager responsible draws up a work package, comprising the documents with all the detailed information relating to the aircraft maintenance. This work package is created about three weeks before the actual maintenance event, so that the logisticians in the warehouse can supply the required material. The work package is subsequently passed on to the supervisor, who guides

1

helicopter flight hour requires 3 to 5 hours of maintenance work.



the maintenance team through the maintenance event and is responsible for the entire process.

3. The maintenance of the ambulance jets

After every repatriation mission, the Rega ambulance jets return to the hangar at the Rega Centre. The jet mechanics therefore see them almost every day and so are very familiar with the condition of the aircraft. They are also in close contact with the jet pilots; consequently, they are always well informed and can rectify minor problems or faults immediately.

4. The maintenance of the helicopters

The rescue helicopters make their way to the hangar at the Rega Centre less frequently. When they are

flown from a helicopter base to the Rega Centre for maintenance, after landing the mechanics perform an incoming check. On the ground, they check the running engines and all the systems, record the parameters and visually inspect the helicopter for damage. Any deviations or defects are dealt with as quickly as possible.

5. The final check

After the mechanics have maintained and inspected the helicopter or jet as specified in the work package, the supervisor scrutinises the work that has been carried out. In the case of the helicopter, this is followed by a ground run and a technical check flight. During this flight, the helicopter mechanic accompanies the Rega works pilot and together they check all the systems

and measure the vibrations on the rotor system. Subsequently, the rescue hoist is checked to make sure it is fully functional. The hoist cable is fully extended and retracted and also tested with weights in the course of a check flight.

The jet mechanics can start the engines themselves, power up the systems and check them. While a pilot is not necessary for this, the mechanics need an additional licence to perform this task.

6. Back in operation

Once the work and all the necessary checks have been successfully completed, a supervisor releases the helicopter or jet for return to service. The aircraft is now ready to be deployed again and can take off on missions once more.

**OPEN
365 DAYS!**

> in Lucerne



THE WORLD OF REGA IN THE SWISS MUSEUM OF TRANSPORT

Experience the fascinating world of Rega as well as the history of medical air rescue up close, personal and hands-on:

- Learn about the alerting system in the new operations centre
- Marvel at a helicopter or climb inside a Rega jet
- Feel the power of a helicopter's downwash
- Discover Rega through play in the new children's corner

www.verkehrshaus.ch

MAGAZINE

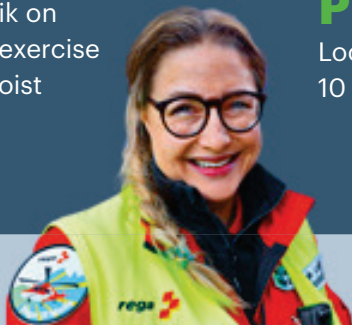


15



Photo story

Accompany emergency doctor Anik on a training exercise with the hoist



Puzzle fun

Look closely and find the 10 differences

Win

Enter our competition and win a great prize





Welcome to RegaCLUB!

We're delighted to present to you our brand-new RegaCLUB magazine. Awaiting Rega fans over the next few pages is a colourful mix of articles and activities: puzzles to solve, a competition and an exciting picture story. You can also learn more about Rega: for example, do you know how many rescue helicopters and ambulance jets there are at Rega?

Do you want to discover even more? Then visit RegaCLUB online at regaclub.ch. There you can find lots more interesting information about Rega.

By the way: you're automatically a member of RegaCLUB if you're registered as a Rega patron and are 12 years old or younger. It's best to ask your parents. If you're not yet a patron, they can register you free of charge.

We hope you enjoy reading and discovering!

YOUR REGA

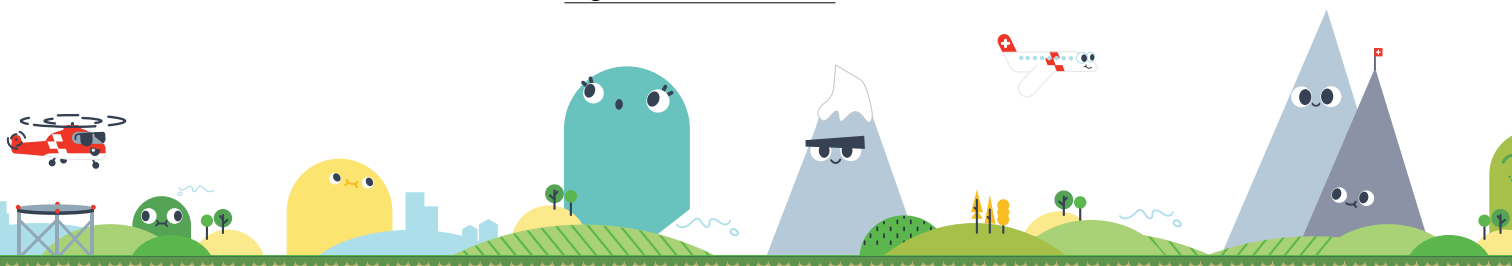


Top excursion tip all year round

Experience Rega at
the Swiss Museum of
Transport

At the Rega exhibition, you can learn more about the history of air rescue in Switzerland. What's more, you can help the Rega helicopter to land or sit in the cabin of the ambulance jet – just like a member of the Rega crew.

regaclub.ch/exhibition



YOUR WELCOME GIFT

Get your welcome gift – the reflective RegaCLUB badge, similar to the one the crews have on their uniforms. You can hang it on your school satchel, sports bag or backpack to show that you're part of the Rega family. Welcome aboard! Scan the QR code and order your badge now.

regaclub.ch/regaclub-badge



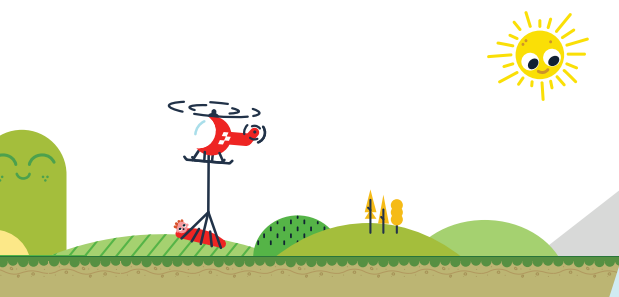
ORDER NOW

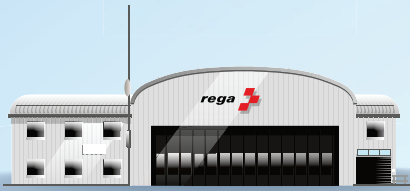


RegaCLUB online

On our website, you'll find great pictures to colour in, cool games, and a whole lot more.

regaclub.ch





How many Rega helicopters are there?



DO YOU
WHAT I

Rega has **20 rescue helicopters** and **14 helicopter bases**. There's also a training base in Grenchen (Canton Solothurn). We need more helicopters than bases because our helicopter mechanics check the aircraft regularly – and during this time the helicopters can't fly missions. Do you know which Rega base is nearest to you? You can find them all at rega.ch/locations.



18

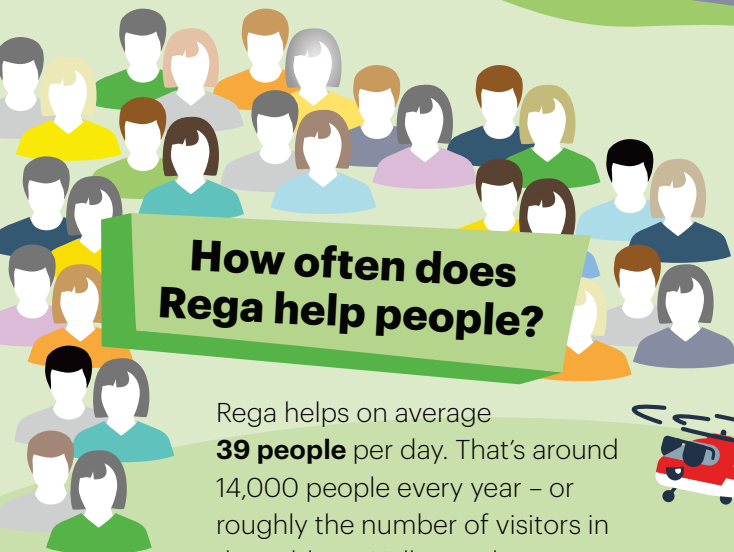
With our **three ambulance jets** we fly people who have had an accident or become seriously ill abroad – for example, while they're on holiday – back home to Switzerland. During the flight, the patients are **monitored and cared for by the medical crew**.

Why does Rega have ambulance jets?



What is a Rega patronage?

Patronage is a voluntary contribution of **40 Swiss francs** per year for adults. For **children and teenagers** patronage is **free** up to their 18th birthday if they are registered with us. Everyone is issued with their own patronage card.



How often does Rega help people?

Rega helps on average **39 people** per day. That's around 14,000 people every year – or roughly the number of visitors in the sold-out Hallenstadion in Zurich.





Why does Rega exist?

Rega brings **medical assistance by air**,

when someone is injured or ill. The Rega helicopters deal with emergencies in Switzerland, while the Rega jets fly to places abroad and bring patients back home. Rega has existed for over 70 years.

DO YOU KNOW REGA DOES?

Who supports Rega financially?

Our **3.7 million patrons**. It's only thanks to them that we can help people in distress – including you, if you're ever seriously injured or ill. In return for patrons' support, Rega doesn't charge them for missions carried out to help them.

19

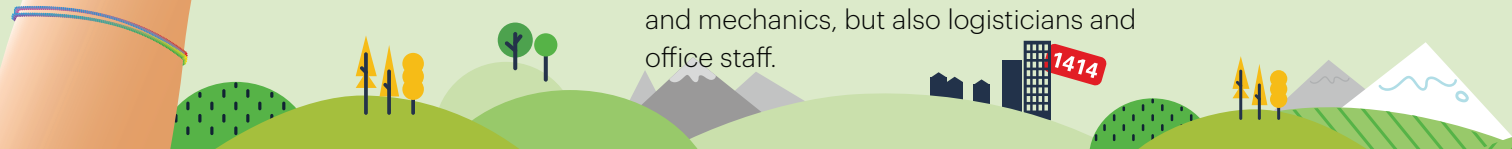
How do you call out Rega?

In Switzerland, you phone the number **1414**. If you're abroad, it's a different number: **+41 333 333 333**. No matter where you call from: you'll be connected with a flight coordinator at the Rega Centre at Zurich Airport, who will immediately help you.



Who works at Rega?

Rega employs many different people with a **wide variety of professions**. For example, pilots, paramedics, emergency doctors and mechanics, but also logisticians and office staff.



SPOT THE DIFFERENCES

An eagle eye is required: there are ten differences between the two pictures below. Can you find them?



You can find the solution here:
regaclub.ch/find-the-differences

PHOTO STORY

RESCUE HOIST EXERCISE

8.30 AM
PUT ON YOUR
CLIMBING
HARNESS



My first
exercise with the
rescue hoist.
I'm a bit nervous.



ANIK HAS
GROUND
CONTACT



OH, that's a long
way down!



I'm ready.
You can lower me
to the ground.



Let me know when
we can winch you up.



RESCUE
HOIST IS
RUNNING!



WOW,
we're going
up fast.



Thank you,
everything
went well.



A hoist operation
is really exciting.
I'll have to tell
my godson all
about it tonight.



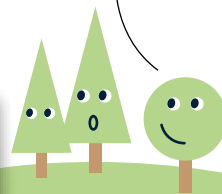
Watch the short
video about
the rescue hoist
via this link:
[regaclub.ch/
rescue-hoist](https://regaclub.ch/rescue-hoist)

NOW IT'S
BACK TO THE
BASE.
THE END

PUZZLE COMPETITION




HAVE A GO!



Quiz question for maths whizz kids The Rega pilot weighs **80 kg**. Which objects need to be placed on the scales so that they are perfectly balanced again? Write down the numbers in the grey circles.

1

33 kg
 Cockpit windscreen ambulance jet

2

15 kg
 Rescue sack

3

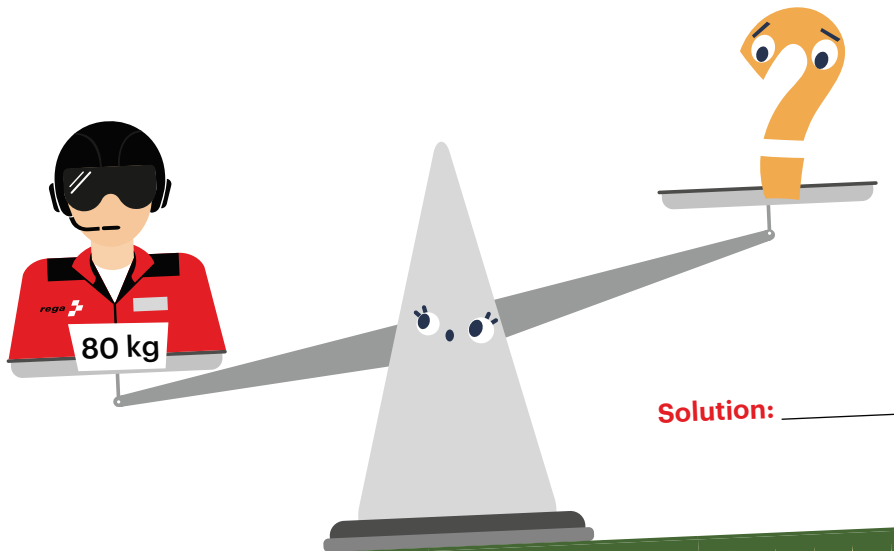
14 kg
 Rucksack

4

44 kg
 Rotor blade helicopter

5

36 kg
 Main wheel ambulance jet



Solution: _____

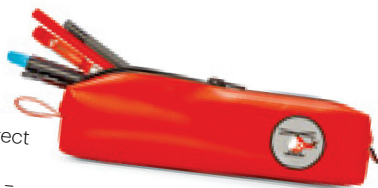
22

Competition

Write the solution together with your name and address on a postcard and send it by 31 December 2023 to:

Swiss Air-Rescue Rega
 "Competition RegaCLUB"
 PO Box 1414
 CH-8058 Zurich Airport

Ten winners drawn from the correct answers will each receive a Rega school pencil case worth CHF 35.-
Good luck!

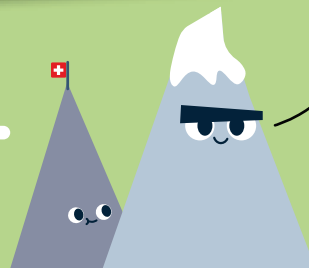


Solution from No. 100: D
 Each of the following has won a Rega teddy bear:

C. Steenhaut, Apples | N. Dufour, Châtillon | O. Kolly, La Roche | M. Kleger, Rafz | E. Wengler, Wienacht-Tobel | R. Caluori, Seewis Dorf | A. Vögeli, Auenstein | L. Geiser, Roggliswil | M. Schumacher, San Vittore | C. Valentin, Cademario
Congratulations!

Publication information
 Number 1 | November 2023
 Swiss Air-Rescue Rega
 RegaCLUB
 PO Box 1414
 CH-8058 Zurich Airport

regaclub.ch



“It’s important to me that I fly missions regularly.”

Willi Simic

53, Nominated Person
Crew Training Helicopter

Office, simulator or cockpit – pilot and flight instructor Willi Simic does not have a fixed place of work. He always goes wherever his expertise is needed and where he can draw on his vast experience in the fields of aviation and air rescue.

Not far from the Rega Centre at Zurich Airport, Rega’s new helicopter simulator has recently been delivered. Once it has been installed, a team of specialists will put it into operation step by step and ensure that every detail, no matter how small, is simulated as realistically as possible. Right in the middle of this complex process is Willi Simic: he tests flight scenarios and checks the various functions in the replica helicopter cockpit.

Willi Simic is also responsible for Rega’s in-house flight school. He organises upcoming training courses for the helicopter pilots and coordinates with the 12 other Rega flight instructors. But organising and coordinating basic and further training is not all he does by far. He is also in charge of the theoretical and practical training of up-and-coming helicopter pilots participating in

Rega’s youth development programme. Moreover, he is a flight instructor himself and sits in the cockpit as an instructor during training and check flights – both in the simulator and in real-life conditions.

Passing on knowledge about aviation is in Willi Simic’s blood. He already worked as an instructor in the Swiss Air Force. “I was allowed to fly almost every helicopter that was in operation there,” he says, looking back. This professional background led him over 10 years ago to Rega, where he is a key contact person not only for pilots, but also for the authorities. As Nominated Person Crew Training Helicopter, he communicates directly with the Federal Office of Civil

Aviation (FOCA) and is responsible for ensuring that all Rega pilots have the necessary qualifications and valid licences at all times.

However, in addition to all his other tasks, Willi Simic does not want to dispense with his everyday life as a helicopter pilot. “It’s important to me that I regularly fly missions for patients,” he says. That way he does not lose direct contact with the crews and can draw conclusions that are significant for his job as flight instructor. Willi Simic takes off on his missions to help people in distress from the Rega bases in St. Gallen, Untervaz – or simply from wherever he is needed.

Mathias Gehrig



09:15

► In his office at the Rega Centre, Willi Simic informs himself about the upcoming training sessions for the helicopter pilots.



11:00

◄ A short time later, Willi Simic is sitting in the cockpit himself. In his function as a pilot, he tests all kinds of training scenarios in the new H145 simulator.

24

14:15

► Green light: Willi Simic approves the use of the new simulator cockpit.





16:00

◀ Willi Simic discusses his initial experiences with the new simulator with Rega pilots, Andrea Walser (left) and Walter Mayer (right).

08:00

▼ Start of his working day at the Rega base in St. Gallen. Today Willi Simic is on duty as a pilot on rescue missions and conducts the daily check on the helicopter.



“I coordinate the training of our helicopter pilots.”

08:55

▶ Off on a rescue mission: Willi Simic and the crew lift off in the helicopter.



Leisure time

◀ He balances out his demanding professional life with leisurely rides on his motorbike.

Keen intuition and experience

Rega's medical consultants are on hand day and night to help patrons who need medical advice when they are abroad. The situations of those seeking help are as diverse as the places they are calling from, as the early shift of medical consultant Kerstin Woernle shows.



Rega-Centre, 6.30 am: Shift handover at the Jet Operations Centre. The work colleague from the night shift brings medical consultant Kerstin Woernle up to date: Rega patrons in Thailand, Sri Lanka, Finland, Italy and the Czech Republic are waiting for medical clarifications or advice from Rega. As the time difference in Asia means that it will soon be evening, Kerstin Woernle first calls Phuket in Thailand. “Bangkok Hospital, sawadee ka,” says the voice over the receiver. In English, Kerstin Woernle asks for the doctor who is looking after the Swiss patient. The man is suffering from terminal cancer. He has travelled to Thailand for a special cancer therapy, but it has not had any effect. Now he has unbearable pain, is becoming weaker by the day and can only walk a few steps. “The hospital is very good. Nevertheless, they’re no longer able to alleviate his pain there,” says Kerstin Woernle. “I’d like to know from the doctor in attendance whether he considers the patient fit to fly – that is a prerequisite for us to be able to fly someone home in our ambulance jet.” The Thai doctor is on the end of the line. The patient would be able to fly, but besides the medical care during the flight, he would need strong painkillers. Shortly afterwards, the medical consultant calls the patient. He is feeling very poorly, but he calmly explains that he wants nothing more than to go home as soon as possible. For Kerstin Woernle the situation is clear: the man needs the Rega ambulance jet.

In the hangar, Kerstin Woernle gives intensive care nurse Thomas Burren the last pieces of information for the jet mission.



Kerstin Woernle discusses with a young woman in Sri Lanka where she can be vaccinated against rabies.

She informs the flight coordinator, who immediately starts to organise the mission.

Fall down the stairs in Thailand

7.15 am: Another patient is lying in hospital in Phuket. The elderly lady fell down a flight of stairs while on holiday and has suffered a femoral neck fracture. When she is admitted to hospital, the orthopaedic surgeon in Thailand notices a slightly reduced oxygen saturation in the patient’s blood and arranges for a computered tomography (CT) scan. “That was unusual because the blood values gave no cause for concern,” says Kerstin Woernle. “But it was precisely because of this check that the doctor saved the woman’s life. For the CT showed that she had suffered a pulmonary embolism.” The doctor in Phuket recommended that the patient should have a kind of filter inserted into the vein to prevent the blood clot from

Medical consultant Kerstin Woernle informs the flight coordinator that an ambulance jet needs to fly to Thailand.



travelling any further and causing a heart attack. The Rega medical consultant asks the physician responsible in Thailand for the latest status. It has not yet been possible to insert the filter because the patient's daughter has concerns. Kerstin Woernle makes a note in the computer system to call back the following day.

Rabies in Sri Lanka

8.00 am: A young Rega patron scraped her knee in Sri Lanka and shortly afterwards a dog licked the wound. Rabies is widespread in Sri Lanka and the woman is afraid that the dog may have infected her with it. "She should

now be vaccinated against rabies, and I need specialist advice in order to draw up a vaccination schedule," explains Kerstin Woernle. The Rabies Centre in Berne is familiar with this vaccination schedule – a kind of timetable for the individual doses of rabies vaccine. Kerstin Woernle obtains the necessary information and calls back the patron in Sri Lanka. She should go to hospital immediately for the first vaccination. For the young woman, this news means the end of her trip and she is very upset. Kerstin Woernle says she is very sorry, but there is no alternative that she could recommend.

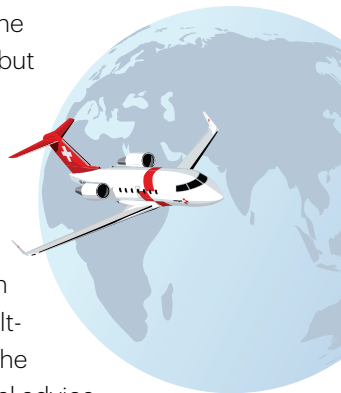


Emergencies abroad

Rega is there for you around the clock not only in Switzerland, but also worldwide. Call us on our **emergency number +41 333 333 333** if you have a medical problem abroad.

Travellers suffering from serious illnesses or injuries can contact Rega's medical consultants by phone at any time of the day or night. They 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. Therefore, 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 Rega – for example, to help arrange for you to be admitted to a local hospital or organise repatriation back home to Switzerland.

► Further information at rega.ch/repatriation



Accidents in the Czech Republic, Italy and Finland

11.00 am: In the Czech Republic, a young man crashed headfirst into a tree after making a jump on his snowboard. He was taken to hospital with suspected traumatic brain injury. A further examination is scheduled for the afternoon. Only after this does it make sense to call the local doctor. Therefore, it is the turn of the next patient: a 24-year-old man in Italy has also suffered a winter sports accident. He is in hospital with a brain haemorrhage and traumatic brain injury. But here, too, it is necessary to wait for further investigations to be carried out.

12.45 pm: A man has fallen while cross-country skiing in Finland and is thought to



Question time
Marco Brünger,
Head of Medical
Advisory Service, Jet

have broken a vertebra. Kerstin Woernle calls him in the Finnish hospital and asks for X-rays and laboratory results. After studying them, she tries to reach the doctor in charge – in vain. She or a colleague will have to try again later.

Office instead of operating theatre

2.00 pm: Her shift is coming to an end. Kerstin Woernle finds time for a brief chat. The neurosurgeon exchanged the operating theatre for the Rega Centre two years ago: “Here, I have all kinds of medical issues on my desk. That makes the work very interesting and varied.” Many of her colleagues are anaesthetists or specialists for internal medicine, while others are intensive care specialists or surgeons like Kerstin Woernle. The diversity of professional expertise is helpful when assessing the individual cases. “We can’t examine the patients ourselves, but depend on information provided by the local doctors, the patients or their relatives,” she explains. “Sometimes there are language barriers or cultural differences that we need to overcome in order to assess a situation correctly. For this, we need a keen sense of intuition and a wealth of experience.” It’s like doing a jigsaw puzzle, says Kerstin Woernle. “We try to create as complete a picture as possible from lots of individual pieces.”

Karin Zahner

What does the work of Rega’s medical consultants involve?

We help patients suffering from medical problems abroad and assess what is the best solution for them in their particular situation. Once we have gathered and evaluated the necessary information, we decide in consultation with the Operations Centre whether, when and in what form repatriation to Switzerland is indicated.

Is a Rega ambulance jet always needed?

No, not always. Our ambulance jets are flying intensive care units. That is why seriously ill or injured patients are usually flown back home on board one of the three ambulance jets – especially if they require intensive medical care. If the patient’s condition permits, the return journey takes place on a scheduled airline, if necessary under the professional care of a Rega flight physician and/or intensive care nurse.

On what criteria do the medical consultants base their decisions?

The patient’s well-being takes absolute priority. Important considerations for our decision are, for example, the therapy options, medical facilities and hygienic conditions on location. We have at our disposal data on various hospitals in tourist regions, because after every mission we receive information from the crew, which we record in our hospital database. We also take into account complications that could occur after an operation. The expected duration of the hospital stay, treatment and rehabilitation also play a role in the final decision. In addition, the medical consultants weigh up how great the risk of transport is, whether repatriation is proportionate, and whether social motives – such as the absence of relatives or caregivers on location – speak in favour of deploying an ambulance jet.



“We negotiate
all over
the world.”

Stefan Puskas
Nominated Person Ground Operations Jet

Stefan Puskas, Nominated Person Ground Operations Jet, is, among other things, responsible for ensuring that Rega's three ambulance jets are refuelled and prepared for departure again quickly and efficiently at all the airports at home and abroad.

How many different airports do Rega crews fly to?

Every year, they fly to around 400 airports on all the continents. One major challenge is that we do not know today where our crews will be needed next week. They fly to wherever a patient is waiting for our help and repatriation to Switzerland.

What does this mean in terms of organising the missions?

There is usually very little time to prepare for a repatriation. However, each airport has different requirements or regulations. It is therefore all the more important that our flight coordinators, who organise the jet missions, can rely on up-to-date information. Only then can the missions also be organised at short notice quickly and reliably.

What information is needed for a mission?

We take care of the contracts with kerosene suppliers, traffic rights and implementing the requirements of the customs authorities. We negoti-

ate with authorities and partners all over the world and conclude agreements with them. These apply even though – unlike a “normal” airline – we do not have a regular, recurring flight schedule and only know a short time in advance when we will be flying to a particular airport. As a result, the Rega jets can be turned around quickly and efficiently at all the airports. That means, for example, that someone comes onto the airfield to refuel the jet or that the ambulance vehicle is able to drive up to the aircraft.

How do you make this information available to the Operations Centre?

We have our own database which contains, among other things, the contact details for every airport, the current prices of fuel suppliers, details of handling agents, special opening hours and information on customs procedures.

How do you keep all this information up to date?

The feedback from the Operations

Centre and the jet crews after a mission is a great help. If they report to us difficulties or changes in procedures, we follow this up and amend the information in our database. In addition, we actively approach the authorities and negotiate new options, so that the next time everything runs smoothly.

What do traffic rights involve?

In order for our jets to be permitted to fly to or over a country, we need so-called traffic rights. The procedures to obtain these permits vary from one country to another. We keep a separate dossier for each country. It contains all the key data on overflight rights or authorisation procedures.

Do you also obtain all the necessary permits?

No. My team deal with the procedures that are necessary to obtain the flight rights. Either the dispatcher or the flight coordinator at the Jet Operations Centre then takes care of the overflight or landing permits.

What fascinates you about your job?

We are in daily contact with people all over the world and sometimes have to overcome cross-cultural obstacles. In a very specialised field, we contribute in the background towards making sure that the missions performed by our jet crews go as smoothly as possible. If we do our job well, the mission runs like clockwork, which directly benefits our patients.

Karin Zahner



Emergencies involving young children

32

A fall from the nappy-changing table, a hand on a hot stove or difficulty in breathing: how should you react in an emergency involving a young child? We have compiled the most important information for you.

They are adventurous and love to explore the world around them. On doing so, children sometimes overestimate their abilities and at the same time underestimate potential hazards. Minor accidents are part of everyday life and also play an important role in developing an intuitive sense of risk. Fortunately, the pain is usually quickly forgotten.

Many children's accidents can be avoided by making sure that your home and garden is safe. The information brochures published by

the Swiss Council for Accident Prevention (bfu) provide useful tips on how to achieve this.

But despite all precautions, sometimes something more serious happens. Then you should act prudently and quickly – the first few minutes after an incident are often crucial. Even if you are very worried about your child, try to stay calm – in line with the slogan, “look, think, act”.

In the event of difficulty in breathing, hypothermia or heatstroke, young patients have little reserve capacity before a life-threatening condition develops. Regardless of which emergency number you call, the various rescue services are very closely networked – professional help is available no matter where you are and if necessary you will be put through to the correct service within seconds.

Rega is there for you

Always call out Rega direct via the emergency number 1414 or the Rega app if you require



Important emergency numbers and apps

144: Ambulance (for all medical emergencies)

145: Tox Info Suisse (in case of suspected poisoning)

1414: Rega

117: Police

118: Fire service

112: European emergency no.

Rega emergency app:

rega.ch/app

SRC first aid app:

available in the app stores

immediate assistance by rescue helicopter. This is particularly the case with seriously injured or ill children or in remote locations. Speed is one of the main advantages offered by a Rega helicopter, which makes it the best choice when swift and gentle transport to a central hospital is vital – for example, if the emergency involves a child. If in doubt, it is better to raise the alarm once too much than once too little. Rega’s Operations Centre is staffed by competent flight coordinators, who will already be able to help you over the phone.

We have summarised some useful information relating to emergencies with children. However, this is no substitute for a first aid course or comprehensive advice from specialists.

Corina Zellweger

Sources and first aid courses: Swiss Council for Accident Prevention (bfu) | Samariter Schweiz | Swiss Red Cross (SRC) | Tox Info Suisse



Falls

Tripping hazards on the floor, climbing onto objects and running around boisterously can lead to falls – resulting in bruises, sprains or broken bones. If your child has suffered a fall, reassure them and carefully check for visible injuries. A cooling compress, elevation or an adhesive plaster help with sprains or minor injuries. Contaminated wounds should be shown to a doctor. In the case of serious injuries or suspected broken bones, call out the emergency services.



Choking

Small toy parts, coins or screws are easily swallowed and can cause choking within seconds. Eating carrots, apples or nuts can also develop into an emergency situation. Do not remove anything that is already in your child’s throat. If the child can still breathe or talk, encourage them to cough to loosen the foreign object or to try to spit it out. If the child cannot dislodge the blockage or their state of consciousness alters, hold them with their head down at an angle and strike them firmly between the shoulder blades with the heel of your hand. If this is unsuccessful, the Heimlich manoeuvre (with older children) or chest compressions (at any age) may help. If a child stops breathing or is unconscious, call the emergency services immediately.



Scalds and burns

Even hot coffee can severely scald a child’s skin. Open fires or a barbecue grill are also major hazards. In the case of minor wounds, hold the area under cool (not cold) running water for the first 10–15 minutes. Cover the burn with a dry cloth or non-stick gauze dressing and do not apply any creams or ointments. Large burns and scalds should be cooled carefully, as this could induce hypothermia which quickly becomes a problem for young patients. In such a case, call the emergency services immediately. Do not burst blisters or remove clothing stuck to the burn.



Poisoning

Potential hazards such as cleaning agents, medication and plants are lurking everywhere. If a child shows symptoms of poisoning – for example, vomiting, dizziness or drowsiness – or has swallowed something potentially poisonous, call Tox Info Suisse (145). In the event of life-threatening symptoms such as difficulty in breathing, unconsciousness or severe stomach cramps, call an ambulance immediately (144).

Rega Shop



Bestseller

Beanie 29.–

Knitted beanie from Mammüt with a windstopper lining keeps your head and ears cosy and warm. One size, unisex. Material: 50 % wool, 50 % polyacrylic.

1 Article no. 30056

34



NEW Snakes and Ladders 29.–

Up and down the mountain: entertaining board game for all the family with scenes from Rega's everyday activities. From 4 years of age.

2 Article no. 40061

NEW



NEW Exped organiser set 69.–

Four practical pouches from the Exped brand in different sizes, made from air-permeable mesh fabric, keep your luggage well organised.

Material: polyester.

3 Article no. 90097

Sunglasses 119.–

CE-certified sports sunglasses with shatter-proof, polarised lenses. Black high-tech frame made from high-grade material, flexible yet stable. 100 % UV protection up to 400 nm.

4 Article no. 90087

Bestseller



Order quickly and easily
online in our webshop:

[rega.ch/shop](https://www.rega.ch/shop)



NEW

NEW Rega wall calendar 2024 22.–

Twelve spectacular photographs of the Rega fleet accompany you through the year 2024.

Dimensions: 48×33 cm. D/F/I/E.

5 Article no. 90001

NEW Victorinox Huntsman 59.–

Swiss Army Knife from Victorinox with 13 features – including scissors, wood saw, can opener, and reamer, punch and sewing awl. The wooden scales are made of walnut.

6 Article no. 90100



Outdoor first aid kit 89.–

The most important first aid items for outdoor use, compiled by Rega doctors. This set comprises top-quality material from IVF Hartmann and contains more than 35 products.

External dimensions case: 20×13×10 cm

Weight: 600 g

7 Article no. 90080

Classic



Airbus Helicopters H145 35.–

Rega's H145 D3 rescue helicopter as a collector's model to a scale of 1:48, 28 cm, metal. Not suitable as a toy.

8 Article no. 50026

Challenger 650 29.–

Rega's Challenger 650 ambulance jet as a collector's model to a scale of 1:100, 21 cm, plastic (ABS). Not suitable as a toy.

9 Article no. 50020

Pair of headlamps 89.–

instead of 118.–

Multifunctional Spot headlamp from the Black Diamond brand, with two beams for close range and distance, as well as a red signal lamp.

10 Article no. 90099



Two for only 89.– instead of 118.–



FOR THE YOUNGEST REGA FANS



Rega helicopter base playset 129.–

The wooden Rega helicopter base (includes some plastic parts) comprises 13 pieces, including a helicopter, ambulance jet, figures, fire extinguisher, workshop table and flashing light. The hangar needs to be assembled.

Dimensions: 67×23×31 cm.

11 Artikel-Nr.: 40050

Helicopter and jet soft toy 15.– each

The Rega fleet as cuddly toys for our youngest fans.

12 Article no. 50004, 50022



ADD TO YOUR WISH LIST NOW



Online shop

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

rega.ch/shop

Order by telephone

We would also be pleased to accept your order direct via the following Rega Shop number.

Order telephone: 0848 514 514

Terms and Conditions

Articles are available as long as stocks last. A charge of CHF 8.80 is made per order to cover postage and packaging costs within Switzerland.

Articles can be returned within 7 days.

The articles sold in the Rega Shop are of high quality and have been specially selected for our patrons. With your purchase, you are helping Rega to transport emergency medical assistance by air to people in distress 365 days a year.



Sender (please complete in block letters)

Ms Mr unspecified

Family name _____

First name _____

Street/No. _____

Postcode/Town _____

Phone no. _____

Patronage no. _____

Signature _____



GAS/ECR/ICR

Nicht frankieren
Ne pas affranchir
Non affrancare



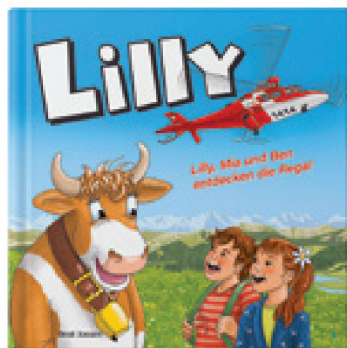
50496374
000001

DIE POST

Rega Shop
Bolligenstrasse 82
3006 Bern

Thank you for your order.

FOR THE YOUNGEST REGA FANS



Children's book, "Lilly, Mia und Ben entdecken die Rega!" 30.–

The Rigi cow, Lilly, together with her friends, Mia and Ben, experiences various Rega rescue missions all over Switzerland. In German only. Hardcover, 24×24 cm, 40 pages. Author: Beat Jossen.

13 Article no. 40056

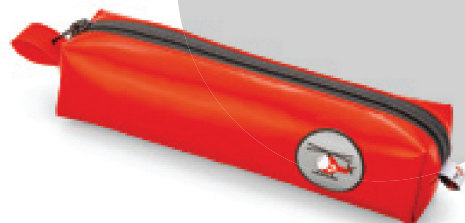
NEW



NEW Purse 35.–

Child's purse with compartments for cards, ID and loose change. Velcro closure. Made from tarpaulin by people with disabilities at a Swiss institution.

14 Article no. 40057



NEW Pencil case 35.–

There is plenty of room for your coloured pencils in this pencil case. Made from tarpaulin by people with disabilities at a Swiss institution.

15 Article no. 40058



Globi colouring book 5.–

Colouring book with 6 pictures to colour in.

16 Article no. 40038

WOW!
COOL!



Order form

Please write your name and address clearly on the front of this card, detach and send in a stamped envelope.

Goods are shipped within Europe only. A charge of CHF 45.00 will be made per order to cover postage and packaging costs.



Art. no.	Article	CHF	Amount	Art. no.	Article	CHF	Amount
1	30056	29.–	_____	For the youngest Rega fans			
2	40061	29.–	_____	11	40050	129.–	_____
3	90097	69.–	_____	12	50004	15.–	_____
4	90087	119.–	_____	12	50022	15.–	_____
5	90001	22.–	_____	13	40056	30.–	_____
6	90100	59.–	_____	14	40057	35.–	_____
7	90080	89.–	_____	15	40058	35.–	_____
8	50026	35.–	_____	16	40038	5.–	_____
9	50020	29.–	_____				
10	90099	89.–	_____				
	90079	59.–	_____				



Order quickly and easily
online in our webshop:

[rega.ch/shop](https://www.rega.ch/shop)

Brand new!

We are delighted to present
RegaCLUB – the fan club for our
 youngest patrons.



Experience the fascinating world of air rescue

Whether playing games, solving puzzles, painting or doing handicrafts: as a member of RegaCLUB, children can discover the world of Swiss Air-Rescue Rega in a fun way. In addition, we offer RegaCLUB members unique experiences. At exclusive events, the youngest Rega fans can, for example, admire the Rega rescue helicopters and ambulance jets close up. Being a member is definitely worthwhile!

► Children who are already registered as patrons are automatically members of RegaCLUB. You can find more information at regclub.ch

Emergency numbers

Switzerland **1414**
 Abroad **+41 333 333 333**

Contact Centre

Changes to patronage **rega.ch/login**
 Tel. Switzerland **0844 834 844**
 Tel. international **+41 44 654 32 22**
 Monday – Friday **8.00 am – 5.00 pm**

Rega newsletter

rega.ch/newsletter

Rega Shop

Website **rega.ch/shop**
 Tel. Switzerland **0848 514 514**
 Tel. international **+41 848 514 514**

General information

Website **rega.ch**