

# Jet operations

Rega's three ambulance jets fly patients from all over the world back home to Switzerland. This requires not only a jet crew, but also numerous members of staff in different teams and the appropriate infrastructure. Here we provide an insight into the Rega Centre at Zurich Airport, where the jet operations are based.

Helicopter Operations Centre

## Jet Operations Centre: here the repatriation is planned

**1 Flight coordinators** take the calls from patients or their relatives via Rega's international emergency number. The flight coordinators are in close contact with the medical consultants and dispatchers, and organise and coordinate each repatriation from A to Z.

**2 Medical consultants** talk with the doctors on location, as well as with the patients and their next-of-kin. They then decide if repatriation is necessary, and if so, when and in what form.

**3 Dispatchers** determine the flight routes of the Rega jets including any stopovers, calculate the fuel requirements, and provide the pilots with all the necessary flight documents before take-off.

**4 In the briefing room**, the flight coordinator responsible and the jet crew get together about an hour before departure to discuss the course of the upcoming mission.

## Medicine and material room

**5 Additional material and equipment** is stored here, such as a transport incubator for newborn babies or spare oxygen bottles.

**6 In the medicine room**, the medical crew fetch the **medication and other supplies** for the upcoming mission.

## The hangar is a hive of activity

**8** An ambulance jet has just **returned from a repatriation**. The crew wheels the patient on the stretcher trolley to the waiting ambulance and hands her over to the emergency service staff.

**9** A few metres away, **jet mechanics** are checking the engine of a Rega jet.

**10** At the rear of the hangar is the **maintenance works for the rescue helicopters**.

**11** The third ambulance jet is parked in front of the hangar. While it is being refuelled, the **Rega pilot performs the pre-flight check** and examines, among other things, the external aircraft parts for possible damage. Shortly afterwards, the jet taxis towards the runway at Zurich Airport.

## Access for the emergency services

**7** Ambulances can drive **right up to the ambulance jet** at the Rega Centre. This means that patients can be handed over to the emergency service staff quickly and gently.



You can find a video on servicing the Rega ambulance jets at [www.rega.ch/video](http://www.rega.ch/video)