



DSA
AVIATION COMPANY

HEMS Service

www.dsa.cz

Teamwork is fundamental

Being the elite in HEMS Service is not about an individual. A professional pilot himself, even though in the latest machine, would not definitely manage the action without perfect teamwork of the whole crew.

We train together with our colleagues from hospitals and public service just to make everything faultless at the tensest moments. No anonymous team meets at rescue actions. On the contrary, we know who flies a helicopter, to whom we pass instruments as well as which specialist will be „picked up “on the way.

HEMS is the highest possible professional goal for pilots, which is comparable with a pilotage of a transport plane. They take off somewhere, without knowing the destination, they may receive a signal after the take-off and must immediately evaluate the situation. To the top it all, they are responsible for the whole crew. They often come into contact with the injured and must constantly keep his mental immunity.

Our experienced colleagues, not only pilots but also technicians, service engineers and others are basis for us to provide the best services. But it is not only about them. They need the latest equipment and devices to do really top-class work. That is why we are constantly developing, make an investment and are ready for new challenges. We are simply looking far beyond the horizon.

Helicopters used for HEMS operation

EC 135 T2+ – the category A helicopter, which meets fully international EU regulations for HEMS operation, was manufactured by the company Airbus Helicopters. It is light twin-engine helicopter powered by two powerful Arrius 2B2 engines, it has four-bladed rotor, a fenestron system and landing gear with two skids. Helicopters are configured for transport of one laying patient and four-membered crew. Since the beginning of 2005 the company DSA has been operating 3 helicopters of this type at 3 bases, where it has been providing HEMS operation continuously since 1993. The fourth helicopter of the same type has been put in operation since 2009.

EC 135 T1 – the category A helicopter, fit for HEMS operation due to its features, was manufactured by the company Airbus Helicopters. It is light twin-engine helicopter powered by two powerful Arrius engines, it has four-bladed rotor, a fenestron system with 10 blades in tail rotor and landing gear with two skids. Helicopters are configured for transport of one laying patient and four-membered crew. DSA owns and operates one helicopter of this type, which is currently backup helicopter for HEMS Service.

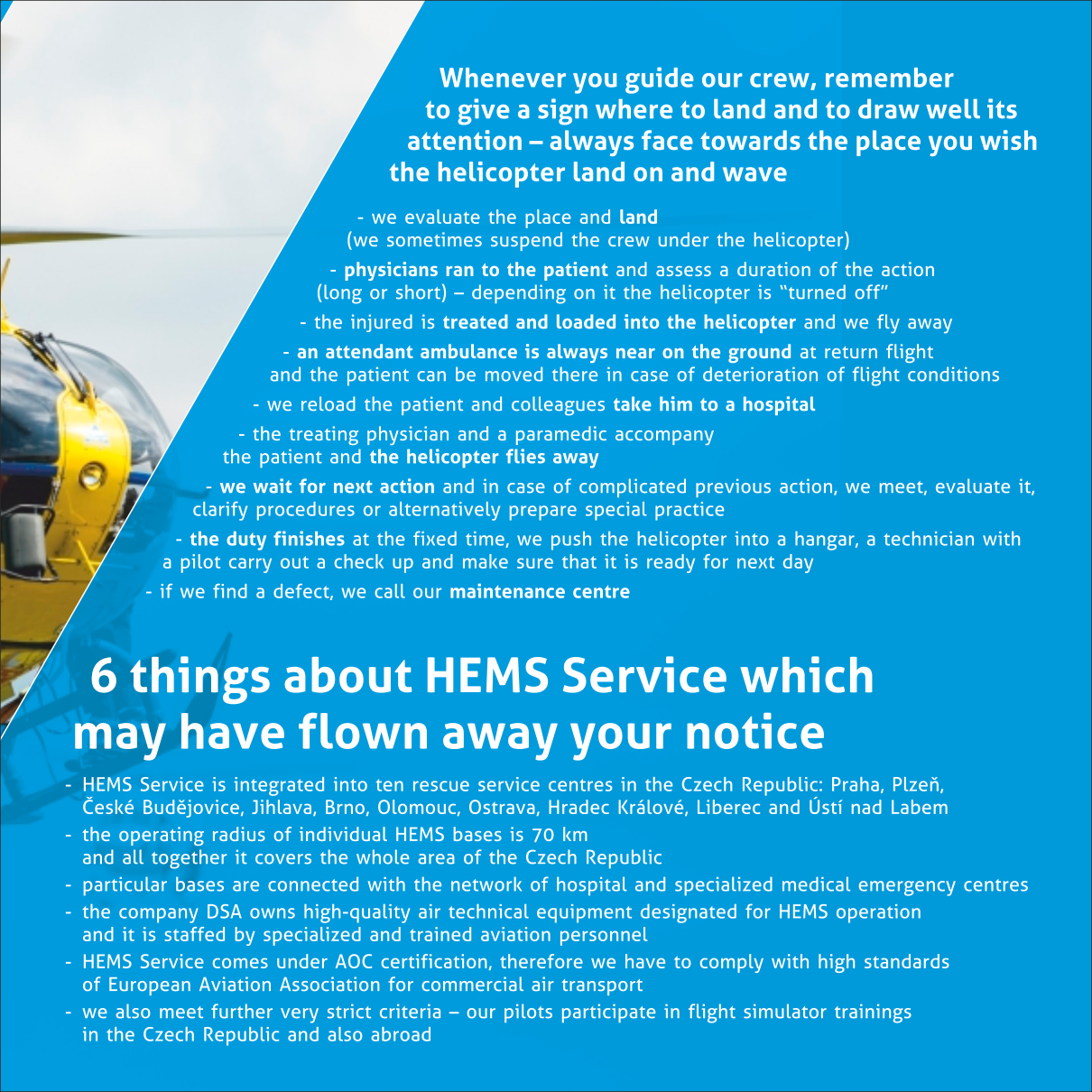
In 3 minutes in the air from calling

- we have fixed operational time which we follow and every day begins by a **morning briefing**
- we tell each other, **who is on duty**, what are the weather **conditions** like
- helicopters are **ready** by then including a complete crew (a physician, a paramedic, a technician, a pilot) **on standby regime**
- each HEMS base has the **operating radius**, which all segments are **interconnected** in – so we can communicate with the mountain rescue service and other specialists
- the team is ready and **waiting at the base for a call of operational centre** – at the time of the call nobody knows, where to fly, they just learn rough kind of a case and the course
- at this moment a **technician runs out**, connects sources and **gets the helicopter ready for take-off**
- **an exact information** comes in a few moments – a type of injury and an exact place where to fly (both a pilot and a paramedic have iPads on the board monitoring the case using them)
- before the helicopter's take-off, the **weather conditions are watched carefully** – possible flight conditions/impossible flight conditions
- the **whole crew flies to the place of destination**, physicians already know exactly what case is to be solved, they prepare their equipment in the course of flight and schedule a course of action

**This all takes 3 minutes at maximum
– it is our standard, a helicopter takes off
by 180 seconds after operating centre's call**

- the crew reaches the place
- in case the injured got stuck for instance in rocks, a need for a specialist is obvious – so all necessities are discussed with the operating centre as well as with other segments (the helicopter keeps constant communication with the traffic service and with the ground)
- at the place we do „the low pass“ as it is called, monitoring the place of an accident and solve, where to land safely and always try to do it as close as possible to the place of an event





Whenever you guide our crew, remember to give a sign where to land and to draw well its attention – always face towards the place you wish the helicopter land on and wave

- we evaluate the place and **land** (we sometimes suspend the crew under the helicopter)
- **physicians ran to the patient** and assess a duration of the action (long or short) – depending on it the helicopter is “turned off”
- the injured is **treated and loaded into the helicopter** and we fly away
- **an attendant ambulance is always near on the ground** at return flight and the patient can be moved there in case of deterioration of flight conditions
- we reload the patient and colleagues **take him to a hospital**
- the treating physician and a paramedic accompany the patient and **the helicopter flies away**
- **we wait for next action** and in case of complicated previous action, we meet, evaluate it, clarify procedures or alternatively prepare special practice
- **the duty finishes** at the fixed time, we push the helicopter into a hangar, a technician with a pilot carry out a check up and make sure that it is ready for next day
- if we find a defect, we call our **maintenance centre**

6 things about HEMS Service which may have flown away your notice

- HEMS Service is integrated into ten rescue service centres in the Czech Republic: Praha, Plzeň, České Budějovice, Jihlava, Brno, Olomouc, Ostrava, Hradec Králové, Liberec and Ústí nad Labem
- the operating radius of individual HEMS bases is 70 km
- and all together it covers the whole area of the Czech Republic
- particular bases are connected with the network of hospital and specialized medical emergency centres
- the company DSA owns high-quality air technical equipment designated for HEMS operation and it is staffed by specialized and trained aviation personnel
- HEMS Service comes under AOC certification, therefore we have to comply with high standards of European Aviation Association for commercial air transport
- we also meet further very strict criteria – our pilots participate in flight simulator trainings in the Czech Republic and also abroad

From the east to the west at three bases

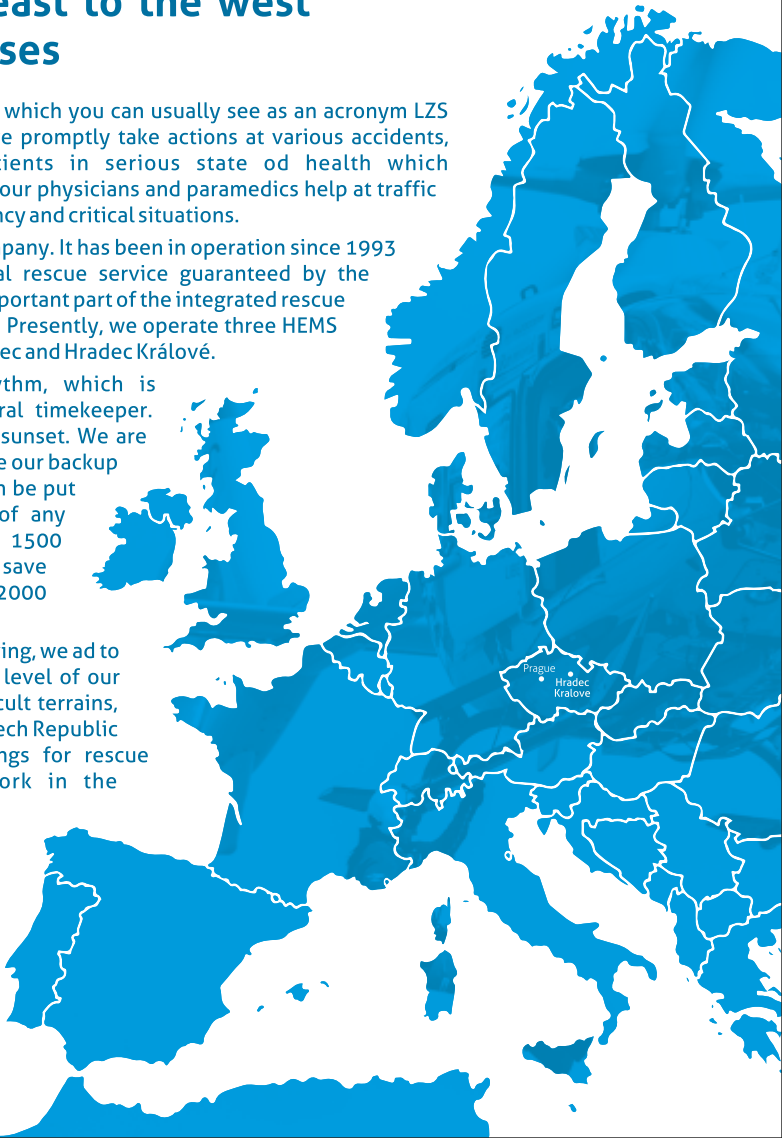
Thanks to HEMS Service, which you can usually see as an acronym LZS in the Czech Republic, we promptly take actions at various accidents, carefully transport patients in serious state of health which is endangering their lives, our physicians and paramedics help at traffic accidents, crashes, emergency and critical situations.

HEMS is the pillar of our company. It has been in operation since 1993 and pertains to the medical rescue service guaranteed by the government. It works as an important part of the integrated rescue system of the Czech Republic. Presently, we operate three HEMS bases—in Ústí nad Labem, Liberec and Hradec Králové.

Each base has its own rhythm, which is determined by the most natural timekeeper. We are on duty from sunrise to sunset. We are constantly on call. We always have our backup machines ready as well, which can be put into operation at once in case of any troubles. Our pilots cover nearly 1500 flying hours a year on average to save human lives, which is more than 2000 rescue actions.

For all the years we have been flying, we add to prove reliability and first-class level of our services. We work also in difficult terrains, our teams are trained in the Czech Republic and abroad, we hold trainings for rescue actions on bridges or work in the suspension under a helicopter and our efforts are confirmed every year by great results of our crews at worldwide contests in air rescuing.

**Prove it.
Fly with us!**





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