

MEDCENTER AIR

ABOUT US

The Golden Hour.... The first 60 minutes immediately following an accident. Those first, critical minutes... one hour in which the level of medical care often makes the difference between life and death.

MedCenter Air handles emergency transport needs - often during the most critical minutes - and provides quality medical care along the way. With bedside to bedside service, our dedicated, highly-trained healthcare professionals staff each transport vehicle. MedCenter Air is fully licensed and CAMTS accredited, the only accreditation process for medical transport systems which benchmarks our safety, quality, process improvement and education.

Our nurses and respiratory therapists are required to have at least three years of critical care or emergency experience at a major hospital. They must also be ACLS, PALS, BTLs/ATLS and NRP certified and complete a physician-directed training process including flight physiology and advanced procedure instruction. MedCenter Air's ground paramedics and emergency medical technicians have similar training with heavy emphasis on advanced critical care ground transport. To keep skills sharp, our medical staff is rotated through the Emergency Department, Operating Room, Trauma Intensive Care Unit, Pediatric Intensive Care Unit and High-Risk Obstetrical Departments.

Another advantage of MedCenter Air is the hospital behind our flight service - Carolinas Medical Center (CMC). CMC boasts a Level I Trauma Center, making it one of only five hospitals in North Carolina offering this level of care. In addition, CMC is home to an exceptional Children's Hospital with a Level IV Neonatal Intensive Care Unit; Carolinas Heart Institute, which provides the region's only pediatric interventional cardiac catheterization program; Blumenthal Cancer Center; Neuroscience and Spine Institute; and Charlotte Institute of Rehabilitation.

2:00	2:40	3:00	3:40
2:01	2:41	3:01	3:41
2:02	2:42	3:02	3:42
2:03	2:43	3:03	3:43
2:04	2:44	3:04	3:44
2:05	2:45	3:05	3:45
2:06	2:46	3:06	3:46
2:07	2:47	3:07	3:47
2:08	2:48	3:08	3:48
2:09	2:49	3:09	3:49
2:10	2:50	3:10	3:50
2:11	2:51	3:11	3:51
2:12	2:52	3:12	3:52
2:13	2:53	3:13	3:53
2:14	2:54	3:14	3:54
2:15	2:55	3:15	3:55
2:16	2:56	3:16	3:56
2:17	2:57	3:17	3:57
2:18	2:58	3:18	3:58



Carolinas Medical Center

MEDCENTER AIR

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WHEN MINUTES MAKE A DIFFERENCE



MEDCENTER AIR

COMMUNICATIONS CENTER



Our Communication Center is available 24 hours a day, seven days a week. When you call MedCenter Air, you get a knowledgeable communication specialist – not an answering service. And, like our medical crew members, each

communication specialist is a dedicated hospital employee, not a contractor. Each communicator is trained in customer service, aviation and medicine and has achieved status as a Certified Flight Communicator.

The Communication Center acts as a liaison between crews, medical professionals and customers throughout the duration of each transport. All medical care provided during each mission is physician directed, and the communication center facilitates the constant flow of information.

Whether your need is for urgent or future transport, our professional specialists will tailor each transport according to the patient's and family's needs.

GROUND TRANSPORTS

When ground transportation is required, our crews can be on the road within ten minutes.



Our eight mobile intensive care ambulances are equipped with state-of-the-art invasive and noninvasive advanced life support equipment and redundant heating, air and oxygen systems. Each unit is capable of providing care for all patients, neonatal through convalescent geriatric, for acute and sub-acute conditions.

MedCenter Air's ground units are utilized primarily for intrafacility transportation of Carolinas HealthCare System patients. Additional requests for transport will be considered according to resource availability and patient necessity.

Financial Flexibility For Fixed Wing Service

- Emergent cases considered
- Insurance verification
- Tailored contracting available
- Financial assistance through our in-house, low interest medical loan program
- Credit cards and checks accepted

HELICOPTER TRANSPORTS



MedCenter Air's helicopters can be in the air within minutes. In emergent, time sensitive situations, this service can literally mean the difference between life and death.

MedCenter Air's helicopters carry up to two patients. Each carries a two-member team consisting of flight nurses and flight respiratory therapists. All our flight crew members are cross-credentialed with EMS certifications. These crews always travel with the equipment and supplies needed to begin immediate critical care life support. From the time the helicopter leaves the hospital until it returns, each crew member is in constant contact with CMC physicians. Progressive protocols have been established to ensure advanced, life-saving procedures are quickly administered.

All of our helicopters are certified to fly Instrument Flight Rules (IFR) and have satellite vehicle tracking for safety.

Each captain is required to have:

- FAA Airline Transport Pilot Helicopter Certificate with instrument helicopter rating
- 3000 hours of previous helicopter flight experience

The helicopters are operated and maintained under the FAA part 135 certificate of Air Methods Corporation.

FIXED WING TRANSPORTS

MedCenter Air provides domestic and international patient transports utilizing two King Air 200 turbo-prop planes and two Cessna 560 series jets. Each aircraft is pressurized, climate controlled and utilized exclusively for patient transportation. Once activated, MedCenter Air's fixed wing service can be airborne in less than one hour.



MedCenter Air provides a dynamic, comprehensive bedside to bedside continuum of care for each patient. Fees are all-inclusive and cover the crew, medical supplies, interventions and the ground and airport services required during the mission.

While fixed wing planes are staffed to provide emergent and non-emergent care, these flights also include the same flight nurse / respiratory therapist teams that staff our helicopters. Should a patient's condition change during the flight, MedCenter Air's highly-trained medical staff is prepared to handle any situation. World-wide communication is maintained with each aircraft through satellite tracking and digital messaging.

Part of MedCenter Air's service is our commitment to tailor each request to the individual needs of the patient, family and customer.



Family members are encouraged to accompany patients during transport.

MedCenter Air's King Air 200 turbo-prop airplanes, with a capacity for up to two patients, are generally used for transports which take less than three hours. The Cessna 560 series jets, with the capacity to move one adult or two neonatal isolettes, are utilized for longer distances or when more expedient transport is necessary.

MedCenter Air's fixed wing service is available at all times and is used by outside hospital systems, other transport programs, insurance companies, managed care organizations, case managers, social workers, discharge planners and the general public. MedCenter Air also offers financial flexibility and is committed to processing each request on an individual basis.

Each pilot is required to have:

- Airline Transport Pilot Certificate
- More than 2000 hours of pilot-in-command experience
- Attend annual recurrent training, including flight simulation
- All first officers must exceed FAA requirements

The Fixed Wing Aircraft are operated and maintained under the FAA part 135 certificate of Landmark Aviation.

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