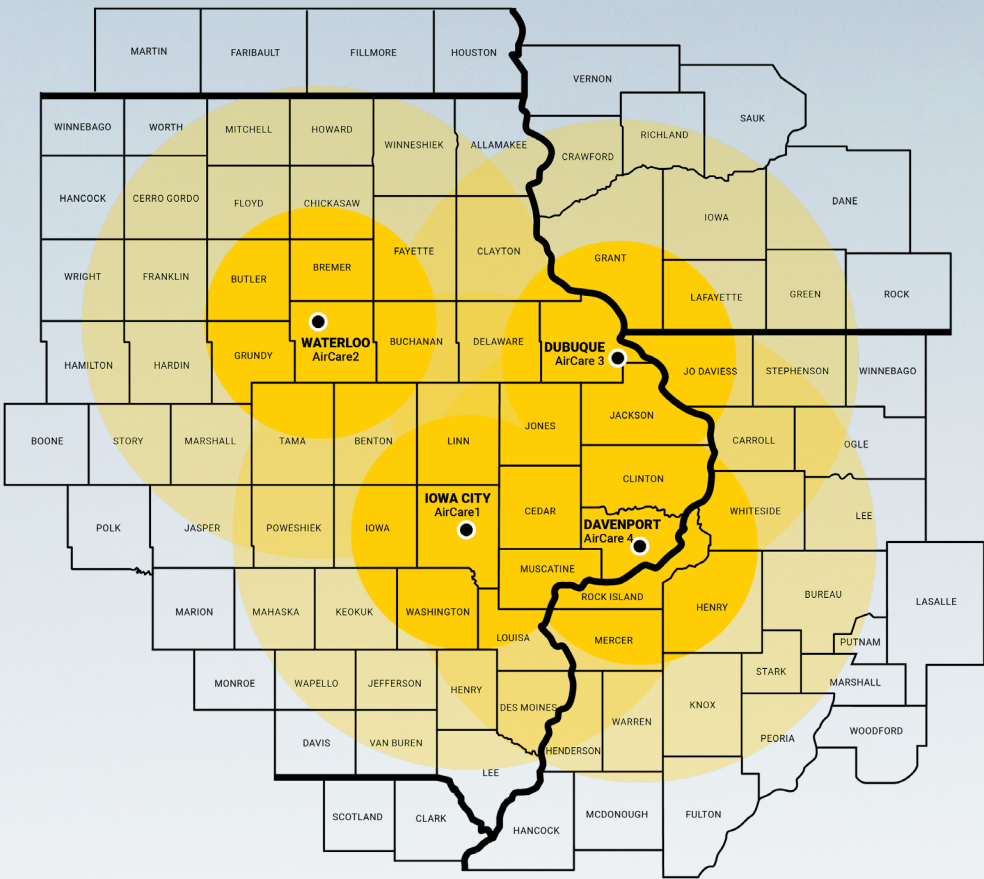


# HOW TO CONTACT AIRCARE

In an emergency, every second counts.  
When you need AirCare services:

→ Call 800-272-6440



## AIRCARE SERVICE RESPONSE TIMES

- Less than 15 minutes
- Less than 30 minutes

\* Response times are based on one-way flight time.  
\* For a complete ETA, factor 8 to 10 minutes for lift time.

# AIRCARE EMERGENCY TRANSPORT

When every second counts, University of Iowa Health Care’s AirCare team delivers expert emergency medical care. As Iowa’s first and longest-serving emergency helicopter service, AirCare provides rapid transport for critically ill and severely injured patients, including neonates, children, and adults with complex or time-sensitive conditions.

Our fleet of helicopters and specialty transport ground ambulances are staffed by highly trained medical professionals who deliver life-saving care enroute. We adhere to the highest standards of safety and quality, as recognized by our Commission on Accreditation of Medical Transport Systems (CAMTS) accreditation.

AirCare is an extension of UI Health Care’s commitment to excellence. Our research and clinical expertise help shape the future of critical care.

→ [uihc.org/aircare](https://uihc.org/aircare)





## WHAT SETS AIRCARE APART

AirCare delivers more than transport. We bring cutting-edge critical care directly to the patient. Here's what sets us apart:



### RED BLOOD CELLS AND PLASMA

Every AirCare flight carries life-saving red blood cells and plasma. Research shows that trauma patients have significantly better survival rates when they receive blood immediately. In cases of severe injury, hemorrhage can lead to shock and organ failure, making rapid blood replacement vital. Our staff are trained to administer blood at the scene or in-flight, which also supports hospitals facing blood shortages.



### 3% SALINE FOR STABILIZATION

We use 3% saline to stabilize traumatic brain injuries. Our crews receive specialized training in the safe handling and administration of this critical fluid—providing the highest level of care in the most urgent situations.



### IMPELLA MANAGEMENT

Our teams are trained to manage Impella. Impella is a ventricular assist device used to support patients with severely depressed heart function. While referring hospitals initiate the device, AirCare crews are trained to monitor and adjust it during transport.



### ECMO CAPABLE

Our teams are capable of transporting patients on ECMO. For patients requiring extracorporeal membrane oxygenation (ECMO), we bring both the specialist and the equipment directly to the referring facility. This allows us to stabilize and transport even the most complex cases.



### NEONATAL TRANSPORT TEAM

We have a dedicated neonatal transport team. This team specializes in the safe transfer of premature and critically ill infants to UI Health Care Stead Family Children's Hospital—home to the only Level 4 NICU in Iowa—so that the tiniest patients receive the most advanced care from the start.

## UNMATCHED CLINICAL QUALITY

Our team is composed of highly trained professionals who bring advanced critical care expertise to every mission. Every flight is staffed with both a flight nurse and a paramedic, each with a minimum of three years of experience in critical care or emergency medicine. Many flights also include physicians with backgrounds in surgical and medical ICU, burn ICU, NICU, PICU, emergency medicine, and EMS.

We invest heavily in our team's development through ongoing education, simulation training, and case reviews. Our staff participate in monthly critical care education and are actively involved in federally and institutionally funded research that helps shape the future of emergency medicine.

Our continuous quality improvement program regularly reviews and updates treatment protocols based on the latest research. This commitment to innovation and evidence-based care sets us apart on a national level.

Every flight benefits from indirect physician oversight and real-time online medical control. Our medical director is a specialty EMS physician who actively practices emergency medicine and oversees protocol development and quality assurance to promote the highest standards of care.



## GROUND SAFETY EDUCATIONAL OPPORTUNITIES

AirCare offers classroom education for emergency medical services and hospitals, including continuing education hours and helicopter fly-in for the following situations:

- Toxicology
- Trauma
- Pediatric respiratory emergencies
- Environmental (hypothermia/hyperthermia)
- Newborn resuscitation/OB emergencies
- Cardiovascular emergencies
- GI emergencies
- Neurology
- Airway/RSI
- START and JumpSTART MCI triage
- Landing zone training
- Helipad safety training for referring hospitals

Please contact us at 319-384-7094 for more information or to request an educational event.



AirCare is committed to bringing UI Health Care's high level of care directly to Iowans, wherever they may need us. Our four bases allow us to do so in a growing footprint.

*As medical director, I know that I am accountable to all our patients and clinicians we work with. We practice, train, and learn as a service to continuously improve the care we deliver. And ultimately, safety—of our patients and of our personnel—is our utmost priority."*



**Melvin Donaldson, MD, PhD**

AirCare Medical Director and Clinical Assistant Professor of Emergency Medicine

## CAMTS ACCREDITATION



AirCare has continuously maintained accreditation from the Commission on Accreditation of Medical Transport Systems (CAMTS) since 2013.

CAMTS represents the gold standard in air medical transport, offering the most rigorous accreditation process in the industry. Its primary focus is on two critical priorities: delivering exceptional patient care and ensuring the highest level of safety in the transport environment.

CAMTS accreditation provides evidence-based standards and guidelines so that every aspect of our program meets or exceeds national benchmarks for quality, safety, and clinical care.

CAMTS also supports continuous improvement by maintaining a national database of helicopter EMS services. This allows us to track and compare quality metrics. All AirCare staff are required to achieve the highest levels of certification in prehospital and interfacility medicine within two years of hire. This includes certifications such as Certified Flight Registered Nurse (CFRN) and Certified Flight Paramedic (FP-C).



## OUR PARTNERSHIP WITH AIR METHODS

Air Methods provides aviation, fuel, maintenance, aircraft, dispatch, billing, and EMS licensure, while UI Health Care provides medical staffing and medical direction for its AirCare program.

Air Methods is dedicated to emergency air medical transport, focusing on patient quality of care and safety in aviation. Air Methods delivers lifesaving care to more than 100,000 patients per year and only responds when a physician or a first-responder calls.

## FACTS, FIGURES, AND FEATURES

### SINCE 1979

AirCare has served the region since April 1, 1979

### IOWA'S FIRST

Iowa's first hospital based air medical program

### 4.5 MILLION MILES

4.5 million miles flown and 42,000+patients served

### IOWA'S ONLY

Iowa's only flight program affiliated with an emergency medicine residency training program

### CAMTS ACCREDITED

First program in Iowa to earn CAMTS accreditation for air medical excellence