Reno, Nevada

This presentation has been produced by the facilities services department of Renown Regional Medical Center (RRMC) in Reno, Nevada.

It is intended to introduce pilots and flight managers of commercial emergency medical service, public service and military helicopter operating organizations to new helistop facilities at RRMC.
TAHOE TOWER

WE HAVE A NEW BUILDING CALLED THE TAHOE TOWER. IT IS STATE-OF-THE ART AND IT HAS

THREE EMS HELISTOPS!
SAFETY

THIS BRIEFING IS INTENDED TO ENLIST YOUR SUPPORT TO HELP US OPERATE OUR HELISTOPS SAFELY.

MAJOR SECTIONS ARE:

• DESCRIPTION OF THE HELISTOPS

• OPERATIONS PROCEDURES

• POLICIES & PROCEDURES
SEVERAL FACTORS MAKE IT ESPECIALLY IMPORTANT TO FOCUS ON HELICOPTER SAFETY AT RRMC
SAFETY

1st.

WE HAVE A VERY ACTIVE HELICOPTER OPERATING ENVIRONMENT – THERE ARE SEVERAL LANDINGS EACH DAY
SAFETY

VERY ACTIVE – SEVERAL LANDINGS EACH DAY

2ND

THERE ARE NUMEROUS USERS

- CARE FLIGHT
- CAL STAR 3/6
- MOUNTAIN LIFE FLIGHT
- LIFE FLIGHT – STANFORD
- ACCESS AIR
- REACH
- ENLOE FLIGHT CARE
- WASHOE COUNTY SHERIFF
- NAS FALLON
- CHP
SAFETY

VERY ACTIVE – SEVERAL LANDINGS EACH DAY

NUMEROUS USERS

3rd. WE HAVE MULTIPLE LANDING AREAS
SAFETY

VERY ACTIVE – SEVERAL LANDINGS EACH DAY

NUMEROUS USERS

MULTIPLE LANDING AREAS

4TH.

HIGH DENSITY ALTITUDE – HIGH WINDS – FREEZING TEMPS. AND LOW VISIBILITY ARE SOMETIMES PART OF RENO’S OPERATING ENVIRONMENT.
FURTHER, MANY OF YOU HAVE BEEN OPERATING INTO PICKETT PARK. KEEP IN MIND THAT THERE IS A HIGHER RISK OF INCIDENT DURING TRANSITIONAL PERIODS. THESE NEXT FEW MONTHS, AS WE MAKE CHANGES, ARE CRITICAL.
OUR GOAL IS TO MOVE YOU FROM PICKET PARK TO OUR NEW LOCATION
3 Heli Stops - Here They Are

- Rooffop N
- Rooffop S
- Renown Base
- Tahoe Tower

Directions:
- N to Mill Street
- Pickett Park
THE GRADE LEVEL HELISTOP – RENOWN BASE - IS FOR THE USE OF OUR BASED PROGRAM - CARE FLIGHT
ROOFTOP ‘N’ AND ROOFTOP ‘S’

These are for CareFlight as well as other commercial EMS operators, public service and military medical (SAR) operators.
DESIGNS ARE CONSISTENT WITH FAA A/C 150/5390-2B

EACH HAS A WEIGHT CAPACITY OF 12,000 LBS
PRIMARY FEATURES

2 - NON-STOP ELEVATORS TO ED

PRIMARY STAIR EXIT

BROOM-TEXTURED CONCRETE ON FOAM INSULATION

GURNEYWAY

EMERGENCY EXIT

N
NEARLY SIMULTANEOUS OPS

EL = 4,654’ MSL

TOUCHDOWN AND LIFTOFF AREA = 40’
FINAL APPROACH AND TAKEOFF AREA = 65’
SAFETY AREA = 90’
HELISTOP LIGHTING

- Red obstruction lights at key locations
- Flush perimeter lights
- Shielded flood lights
- A lighted wind indicator
LANDING AREAS AND GURNEYWAYS ARE HEATED

ALL LIGHTS ARE PHOTOCELL ACTIVATED

WATER AND POWER ARE AVAILABLE

GURNEYWAY LIGHTS

TIE-DOWN HARDPOINTS

POWER
WE HAVE VIDEO MONITORING

AND MAINTENANCE LIGHTS IN CASE YOU NEED THEM
There are six fire extinguishers – four small ones and two very large ones.
OPERATIONS

1. AUTHORIZATION
2. FLIGHT PROCEDURES
3. PATIENT TRANSFERS
4. IRREGULAR OPERATIONS
5. SAFETY COMMUNICATIONS
WE HAVE A PROCEDURE FOR GRANTING PERMISSION TO USE OUR HELISTOPS

ITS GOALS ARE:

- HIGHEST LEVEL OF SAFETY
- RECOGNIZE SPONSOR RESPONSIBILITY
- FACILITATE COMMUNICATIONS
1. AUTHORIZATION

WE ASK FAR 135 OPERATORS TO PROVIDE:

➢ COPY OF OPERATING CERTIFICATE

➢ CONTACT INFORMATION (FLT. MGRS.)

➢ MODELS OF HELICOPTERS
1. AUTHORIZATION

WE ASK PUBLIC SERVICE AND MILITARY OPERATORS TO PROVIDE:

- CONTACT INFORMATION (FLT. MGRS.)
- MODELS OF HELICOPTERS
1. AUTHORIZATION

WE ASK ALL OPERATORS TO UPDATE OUR RECORDS WHEN MODELS OF HELICOPTERS AND FLIGHT MANAGERS CHANGE
THE LATEST VERSIONS OF OUR STANDARDS OF PRACTICE AND OF THIS POWERPOINT PRESENTATION ARE ON THE FOLLOWING WEBSITE:

WWW.RENOWN.ORG

Enter helicopter in the search box
1. AUTHORIZATION

RRMC WILL PROVIDE LETTERS AUTHORIZING USE

WHY THE PROCESS?
WE MUST MANAGE OUR HELISTOPS RESPONSIBLY. TO DO SO WE WILL MAINTAIN POSITIVE CONTROL OVER THOSE WHO ARE ALLOWED TO USE THEM.

1. AUTHORIZATION

This effort will also provide an efficient and effective communications conduit to let you know about closures, restricted operations, alterations, changes to policies and procedures and safety alerts.

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2. FLIGHT PROCEDURES

- ARRIVAL – ON STATION - DEPARTURE
- “HOT” LOADING/UNLOADING
- REMAINING ON STATION
- SIMULTANEOUS OPERATIONS
- NOISE CONTROL
ARRIVAL

PREFERRED APPROACH IS EAST TO WEST

CONTACT REMSA DISPATCH ON “MED 5” – 10 MINUTES OUT – PROVIDE LOCATION

DISPATCH WILL ASSIGN A MED CHANNEL, PROVIDE KNOWN TRAFFIC, ADVISE OF AVAILABLE HELISTOP (ROOFTOP N OR ROOFTOP S) AND PROVIDE A “PATCH” TO RRMC
2. FLIGHT PROCEDURES

ON STATION

CONTACT DISPATCH WITH PHONE NUMBER.

FREQUENCY OF OPERATIONS MAY REQUIRE CLEARING OF HELISTOP WITHOUT MEDICAL CREWS.

COORDINATE ON 123.025
DEPARTURES

NOTIFY DISPATCH BY PHONE OR RADIO PRIOR TO ENGINE START.

NOTIFY DISPATCH ON ASSIGNED MED CHANNEL PRIOR TO TAKEOFF - WITH INTENTIONS.

NOTIFY WHEN CLEAR OF AREA (3-5 MILES)
2. FLIGHT PROCEDURES

“HOT” LOADING/UNLOADING IS PRE-APPROVED:

WHEN PILOTS DETERMINE THAT PATIENT OR FLIGHT CONDITIONS REQUIRE THEM.
REMAINING ON STATION

PLEASE LIMIT YOUR STAYS TO THAT WHICH IS NECESSARY TO SERVE YOUR PATIENTS.

PROVIDE A CELL PHONE NUMBER TO REMSA DISPATCH WHILE YOU ARE ON SITE.
2. FLIGHT PROCEDURES

SIMULTANEOUS OPERATIONS

OUR HELISTOPS ARE DESIGNED TO ACCOMMODATE NEARLY SIMULTANEOUS OPERATIONS. PLEASE PLAN YOUR LANDINGS AND TAKEOFFS ACCORDINGLY.

WE RECOMMEND AT LEAST $\frac{1}{2}$ MILE SEPARATION.
AS WE HAVE STATED, OUR FACILITY IS VERY BUSY. PLEASE LIMIT OPERATIONS IN THE VICINITY TO NECESSARY TRAINING AND OPERATIONS REQUIRED FOR PATIENT SERVICE.
ARRIVALS ARE MET BY 2 RENOWN STAFF MEMBERS WHO HAVE BEEN TRAINED ON HELICOPTER PROTOCOL. YOU MUST SPECIFICALLY REQUEST A NURSE OR MEDICAL TECHNICIAN.
4. IRREGULAR OPERATIONS

- CLOSURES
- WINDOW WASHING
- DEVIATIONS TO AIRPORT
- INOPERABLE HELICOPTERS
IF WE CLOSE ONE OR BOTH OF OUR HELISTOPS WE WILL PHONE AND/OR EMAIL THOSE OPERATORS WHO HAVE BEEN GRANTED PERMISSION TO USE OUR HELISTOPS. WE WILL ALSO MARK CLOSED HELISTOPS WITH YELLOW PANELS.
4. IRREGULAR OPERATIONS

WINDOW WASHING

WHEN OUR WINDOWS ARE BEING WASHED REMSA DISPATCH MAY ASK YOU TO LIMIT APPROACHES AND DEPARTURES TO ONE SIDE OF THE TOWER.
4. IRREGULAR OPERATIONS

DEVIATIONS TO AIRPORT

THERE MAY BE TIMES WHEN DEVIATIONS TO RENO’S AIRPORT ARE NECESSARY DUE TO INCLEMENT WEATHER OR FACILITY CLOSURES.

WHEN THIS OCCURS PLEASE COORDINATE WITH REMSA DISPATCH.
INOPERABLE HELICOPTERS

WE EXPECT THAT IF YOU EXPERIENCE A MECHANICAL FAILURE THAT YOU WILL TAKE NECESSARY STEPS TO SOLVE THE PROBLEM SO THAT YOU CAN RETURN YOUR AIRCRAFT TO SERVICE. OUR POLICY IN THIS REGARD IS THAT YOU DO SO.
SAFETY IS EVERYONE’S BUSINESS

- OUR SAFETY HOTLINE IS 775.982.7777
- WE HAVE A SAFETY/SECURITY COMMITTEE
- INSPECTIONS WILL BE CONDUCTED ROUTINELY
- FOD CONTROL IS EXPECTED OF EVERYONE
HELISTOP OPERATIONS

PLEASE REPORT INOPERABLE EQUIPMENT AND UNSAFE OR EVEN QUESTIONABLE CONDITIONS.

YOUR COMMUNICATIONS WILL BE GIVEN HIGH PRIORITY.
HELICOPTER OPERATIONS AT RENOWN REGIONAL MEDICAL CENTER ARE FREQUENT AND SOMETIMES INTENSE.

SAFETY IS VITAL. IT REQUIRES A TEAM EFFORT AND VIGILANCE BY ALL INVOLVED.

HELP US FINE TUNE OUR PROCEDURES AND THIS PRESENTATION BY PROVIDING FEEDBACK.
THANK YOU
FOR YOUR ATTENTION TO THIS TRAINING PRESENTATION.

RRMC
FACILITIES SERVICES DEPARTMENT