

# Responder

## Mercy Flights Ground Crew

Dedicated to providing you with exceptional emergency medical care.



**M**ercy Flights is committed to providing the highest level of emergency medical care. Our ground ambulance crews respond day and night to anyone in medical need, everywhere in our service area. We respond in all weather conditions, even on foot, if necessary, to help our patients.

Our highly trained paramedics and emergency medical technicians have a proven track record of providing exceptional and compassionate patient care. All of our EMT-paramedics are required by state law to have received degrees in Emergency Medicine at an accredited

educational institution or, if certified before July 1, 1999, to have years of valuable first-hand experience and on-going continuing education.

All of our medics meet and exceed the required number of annual continuing education hours to retain certification. Our commitment ensures that our patients are cared for expertly, using the most current emergency medical techniques.

“Because there are so many medical emergencies that can compromise a person’s breathing, we emphasize and train heavily on airway management,” said Doug Stewart, Mercy Flights Director of Medical Operations. “We have a program that we developed here called First Path that teaches our emergency crews advanced intubation.

*Mercy Flights Ground Crew continued next page*

## ground ambulance . service scope

**M**ercy Flights purchased Medford Ambulance in 1992, expanding to include ground ambulance services. Back then, there were only two 24-hour ambulances and one 12-hour ambulance. Our crews only made around 5,200 transports. My, how we’ve grown since then!

In 1993, we acquired Rogue Ambulance, expanding the service area to White City, Eagle Point, and Shady Cove. Prospect and Butte Falls Volunteer Ambulance Services became part of Mercy Flights in 1995 and 1996, respectively. Last year, Mercy Flights responded to 16,700 calls. Every day, we have ten ambulances on the road with three more on standby. Our total service area is now over 2,000 square miles of Jackson County (on map in green). ■



**MERCY FLIGHTS**

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[www.mercyflights.com](http://www.mercyflights.com)

**Holiday 2007**

This can help patients who cannot breathe due to an emergency situation such as trauma, cardiac arrest, stroke, medication overdose, or diabetic complications.”

Mercy Flights offers ongoing in-house training on a variety of subjects. This includes the use of life-saving equipment, Advanced Cardiac Life Support, Pre-Hospital Trauma Life Support, and Pediatric Advanced Life Support.

In addition to ongoing training for our ground crew, Mercy Flights also supports our commitment to emergency care through our technology. Each ground ambulance is equipped with advanced

life-saving systems, specialized intubation equipment, and a LIFEPAK 12 cardiac monitor/defibrillator. The ambulances also have a Mobile Data Terminal and Global Positioning System (GPS) unit. These are linked to our central Dispatch computer system. This allows the EMTs to receive direct text information about each emergency, as well as a map and quickest route to the scene.

A big thanks to the Mercy Flights ground crew for your commitment to training and to providing the highest level of emergency medicine! ■

# Thank You!

Mercy Flights would like to recognize and remember all of those who have given their support through planned and in memoriam giving. Your generosity helps our organization continue to fund training, purchase life-saving technology, and provide emergency transport of individuals who do not have insurance or other means to pay for their medical expenses.

- Fred Miller
- Alba Smith
- Bill Monroe
- Donald Waldner
- Arden Clark
- Dorothy Buckley
- Richard Maudlin
- Leonard Warren
- June Suchanek
- Jeannette Marshall

An “In Memoriam” donation to Mercy Flights honors someone who has passed away. Your gift will provide comfort to many other patients in their time of need. Another option is a planned gift. This usually comes from your estate or financial plan. If you want to learn more about these ways to make a difference, please call Cathy Parsons at 541-858-2600. ■

# Fast Facts

Exposure to cold can cause frostbite or hypothermia. These tips can keep you safe in cold weather:

- Dress appropriately before going outdoors. Wear warm layers, a hat, mittens, and water-proof, insulated boots.
- Once inside, remove wet clothes. Warm up with a blanket and warm fluids. Avoid drinking caffeine or alcohol.
- Shivering is a first sign that you are losing heat. Hypothermia symptoms include confusion, dizziness, exhaustion, and severe shivering. Frostbite symptoms include gray, white, or yellow skin, numbness, and waxy feeling skin.
- Check road conditions before traveling by dialing 511 or 800-977-ODOT, or online: [www.tripchek.com](http://www.tripchek.com). Keep blankets, gloves, and jackets in your car trunk in case you get delayed.
- If you have any symptoms of hypothermia or frostbite, seek medical attention immediately by dialing 911.

# Reciprocal Benefit

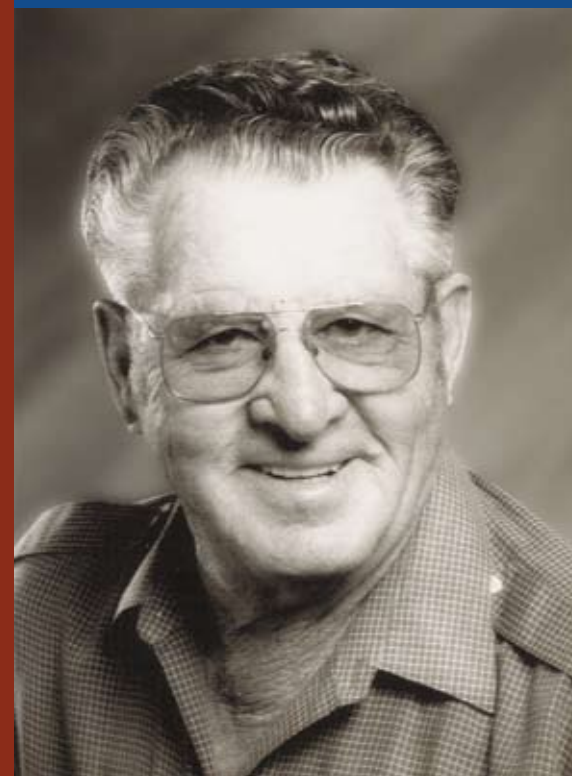
Mercy Flights and our reciprocal partners work together to make sure you're covered.

With your Mercy Flights membership, you can rest assured that you are covered if you ever require emergency transportation whether you are at home, work, or visiting other locations in southern Oregon. As an added benefit, by special agreement with other similar programs in the area, your membership provides emergency protection in the surrounding areas.

All of our partners carry the latest in life-saving technologies. Their skilled paramedics are rigorously trained in the latest procedures. As a Mercy Flights member, if you ever require emergency ground transportation by one of our reciprocal partners, your membership covers you. Conversely, if Mercy Flights transports a member of one of our partners' programs, we will treat them exactly like a ground member of Mercy Flights. ■

Here is a list of our reciprocal partners:

- Ashland and Talent: Ashland Fire-Med
- Josephine County: American Medical Response
- Klamath Falls: Klamath Fire District #1 Fire-Med
- Rogue River: Rogue River Fire-Med



# Thanks Jack James!

Former Mercy Flights Board President Jack James died in September at age 87. Jack will be missed, but his legacy will live on in the many contributions he made to our community and his deep commitment to support Mercy Flights.

His nephew and current Mercy Flights Board President, Sam James, said his uncle had a reputation for honesty and created situations for people to succeed. “He gave people an opportunity to proceed beyond their expectations,” Sam said.

Born in Montana in 1920, Jack James moved to Medford with his family in 1927. He attended Medford schools and started working in construction at age 16, taking a job with a local builder. He served in the Army Corps of Engineers during World War II, and returned to the Rogue Valley where he started his own company – Jack K. James Construction. Thank you Jack for all of your support! ■

# stocking stuffer

## How do you fit a helicopter into a Christmas Stocking?

It's easy! Simply call the Mercy Flights office to purchase a gift membership for your loved ones. You never know when an accident or sudden illness can occur. But you can protect your family and friends from additional expenses during this difficult time.

A Mercy Flights membership can save them hundreds or even thousands of dollars if they need emergency transportation. Give this lifesaving gift for the holiday.

Call us today to find out more: **541-858-2600** or **800-903-9000**

*Happy Holidays!*  
*from all of us at Mercy Flights!*



MERCY 2315



Non-Profit Air and Ground Ambulance Services  
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