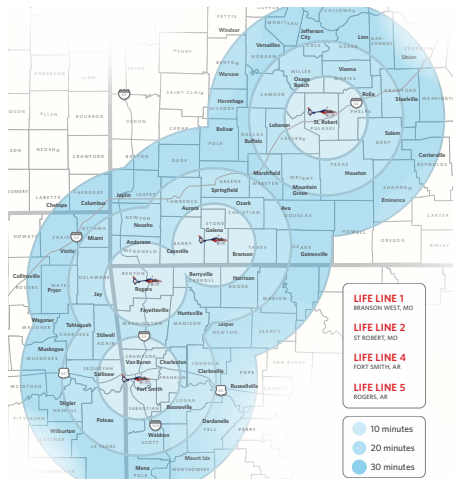




## Service Area



### Branson West, MO | St. Robert, MO Fort Smith, AR | Rogers, AR

Mercy Life Line is a hospital-based air ambulance service headquartered at Mercy Hospital—Springfield. Life Line serves patients in portions of Missouri, Arkansas and Oklahoma.

**Mercy Life Line can be dispatched by a call from any individual, first responder, EMS, fire and rescue, law enforcement, physician, clinic or hospital.**

*All flights are conducted by, and operational control over all aircraft is exercised solely by Metro Aviation, Inc.*



**Mercy Life Line**  
1235 E. Cherokee  
Springfield, MO 65804

Administrative Office  
417-820-5379  
[mercy.net/lifeline](http://mercy.net/lifeline)



# Mercy Life Line

Accident Free since inception in 1984



Your life is our life's work.

When minutes count, you want the most experienced flight team in the region.

### Experience and Safety

Mercy Life Line has flown more than 40,000 accident free missions since our inception in 1984 and is the most experienced air ambulance in the region.

Mercy's Emergency Services Communication Center provides dispatching and flight following services for Life Line from a 12 seat communication center. The center is an Accredited Center of Excellence (ACE) as designated by the International Academy Emergency Dispatch.

Mercy Life Line is certified by the Commission on Accreditation of Medical Transport Systems. CAMTS is dedicated to improving the quality of patient care and safety of the transport environment for services providing rotorwing, fixed wing and ground transport systems.



### Aircraft Technology

Mercy operates four Airbus H135p2+ twin engine aircraft that are able to transport patients at an average speed of 150 miles per hour. Mercy Life Line operates an Instrument Flight Rules (IFR) Program with the region's only hospital helipad GPS approach network. Our helicopters' instrument certification allows us to fly in a wider spectrum of weather conditions.

- Autopilot
- Helicopter Terrain Awareness Warning System
- Traffic Collision Avoidance System (TCAS)
- On-board weather radar
- Night Vision Goggles

### The Flight Team

Mercy Life Line operates an Instrument Flight Rules (IFR) Program with the region's only hospital helipad GPS approach network. Our helicopters' instrument certification allows us to fly in a wider spectrum of weather conditions.

### Clinical Equipment on Every Flight

- On-board ventilator
- CPAP/BiPAP
- Infusion pumps
- Advanced cardiac and hemodynamic monitoring
- Blood and plasma

### Specialty Flights

- Intra-aortic balloon pump
- Impella
- Neonatal Isolette utilized by Mercy NICU Team

### Education

- Ground safety and landing zone classes
- Clinical Education
- Observation and ride-along (SOAR program)

### Membership

Membership - with a Life Line membership, you have peace of mind you won't have any out-of-pocket expenses associated with a flight. Life Line accepts your insurance payment as payment in full. Transports are based on medical need, not membership. Group Memberships also available for groups 10+ with discounts available. Please contact our office to discuss best option for your group 844.637.2928.

Call dispatch toll free at 1-800-433-5433.  
Mercy Life Line Business Office: 417-820-5379