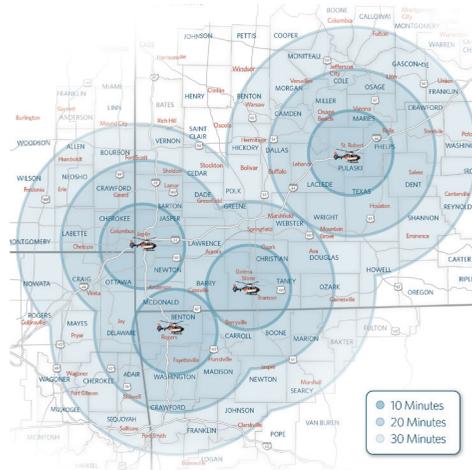




Mercy Life Line Air Medical Service saves thousands of lives each year by transporting critically ill or injured patients to the help they need. Mercy uses helicopters equipped with the latest technology and equipment, capable of handling life-threatening cardiac, medical and trauma surgical emergencies.

## Service Area



### Branson West | St. Robert | Joplin | Rogers, AR

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



# Mercy Life Line

Serving the four state area, accident free, since 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 30,000 accident-free missions since its beginning in 1984. It is the most experienced air ambulance service in the four-state region and has the most accident-free air ambulance hours.

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 the region's only Instrument Flight Rules (IFR) flight program. Our helicopters' instrument certification allows us to fly in a wider spectrum of weather conditions. In addition, Mercy Life Line has the region's only hospital helipad GPS network.

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

### The Flight Team

Mercy Life Line's flight team consists of experienced and dedicated pilots, nurses and certified flight paramedics. All flight nurses and paramedics are experienced in pre-hospital and inter-facility critical care transport. Progressive protocols and ongoing competencies in advanced airway procedures, cardiac, stroke, trauma, burn, neonatal, pediatric and obstetrical are provided to the flight crew.

### Specialty Flights

- On-board ventilator, CPAP/BiPAP, infusion pumps and advanced cardiac and hemodynamic monitoring
- Intra-aortic balloon pump (Datascope and Impella)
- Neonatal Isolette utilized by Mercy Kids Transport Team, specializing in neonatal/ pediatric transfers

### Services

- Ground safety and landing zone class
- Community outreach and education
- Observation and ride-along (SOAR program)
- 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.

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