ADAC Ambulance Service
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Commitment and passion for fast assistance
Founded in 1903, Allgemeiner Deutscher Automobilclub (ADAC) is the world’s second-largest automobile club and Europe’s leading assistance and emergency medical services provider.

Pioneering air rescue
The German automobile club was one of the first organisations to appreciate the medical advantages of air rescue and HEMS and was the initiator of the German HEMS system.

Proprietary ambulance aircraft fleet
With international assistance moving into the focus of ADAC’s activities, the ADAC Ambulance Service was set up to form the backbone of ADAC’s medical assistance operations. On the strength of its own fleet of ambulance aircraft fitted out with state-of-the-art intensive care equipment, ADAC Ambulance Service has become one of the leading providers of medical repatriation flights in Europe. In addition, working closely with a network of business partners, we cover the whole range of airborne patient transport services worldwide.

1970
- Helicopter Emergency Medical Services (HEMS) start in Germany
- Helicopters become the platform for primary rescue

1973
- ADAC Ambulance Service was set up
- Fixed-wing aircraft become the platform for secondary rescue
- Move into world-wide medical assistance
- Inception of medical repatriation in ambulance aircraft

2006
- ADAC Ambulance Service branches out into the B2B market

2011
- Over 51,000 patients assisted each year
- Over 14,000 patient transfers per year

For further information, please go to www.adac.de/ambulance. We look forward to advising you face-to-face.
Our services

Medical repatriation and inter-hospital patient transfer
ADAC Ambulance Service carries out medical repatriations and inter-hospital transfers worldwide. We cover every option available from transfer with ground ambulances to patient transport on scheduled flights to transport in ADAC’s own ambulance jets. ADAC Ambulance Service takes charge of the overall organisation for a bed-to-bed patient transfer.

ADAC physicians clarify the medical issues with the physicians attending in-country. Highly qualified medical staff ensures optimum medical care in transport. In addition, ADAC Ambulance Service organises admission to a hospital the patient chooses and which is best suited for the follow-up treatment required, covering any administrative formalities involved.

Assistance for family members, child escort service
ADAC Ambulance Service takes charge of support and travel organisation for family members of patients. Where underage children need to be escorted home, ADAC has escorts specially trained for the task.

Dispatch of medication
When the needed prescription drugs are not available in-country ADAC Ambulance Service consults with the attending physician and dispatches the medication to the patient by the fastest means.

Repatriation of mortal remains
ADAC Ambulance Service organises the repatriation of mortal remains.

Medical information services
ADAC Ambulance Service experts advise travellers before, during and after a trip abroad on medical issues. They provide information on mandatory or recommended vaccinations or on English-speaking doctors and hospitals in the destination area.

The range of services includes medical information for travellers returning from tropical destinations and the identification of the appropriate hospitals, institutes and medical experts as well as individual epidemics recommendations.

Cost containment
At ADAC Ambulance Service we minimise cost by working with proven cooperation partners and by networking worldwide. Our cost containment agreements with hospitals allow us to contain cost whilst ensuring the highest levels of medical quality.
The people

Qualified and committed
ADAC Ambulance Service staff is highly qualified, enthusiastic and empathic. Intensive training and permanent coaching have been introduced to help ADAC Ambulance Service staff cope with the enormous psychological stress which is often part of their daily work.

24/365 readiness
Medically trained specialists take emergency calls from everywhere around the globe 24/7. An excellent team is always in place to provide active assistance.

In medical clearing
- Some 20 ADAC physicians of various medical specialities work out of the ADAC headquarters
- Some 70 paramedics and EMTs
- Some 20 partner physicians abroad

In airborne transport
- Some 250 physicians who have emergency and intensive care as well as aeromedical specialisations and trained medical flight attendants
- Some 25 aeromedical dispatchers

To ensure fast medical assistance worldwide, all our medical staff is multilingual. They are proficient in the languages below:

- Bosnian
- Bulgarian
- Chinese
- Danish
- German
- English
- Finnish
- French
- Greek
- Italian
- Croatian
- Montenegrin
- Norwegian
- Polish
- Portuguese
- Romanian
- Russian
- Swedish
- Serbian
- Spanish
- Thai
- Czech
- Turkish
- Thai
- Hungarian

International cooperation

Partners worldwide
Over the years, ADAC Ambulance Service has built long-standing and proven partnerships with businesses and relief organisations in the medical field and with aeromedical carriers and airlines.

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International ADAC assistance centres

ADAC runs its own assistance centres in the major European holiday destinations. Here, highly trained multilingual responders, many of them physicians, are ready to take calls for help.

Highly familiar with the local conditions and first contacts in each destination, they are able to arrange fast and competent assistance for travellers in distress.

ARC Transistance
ADAC is also a vital part of ARC Transistance, an international assistance organisation set up by the major automobile clubs seated in Brussels, Belgium. This gives the ADAC Ambulance Service access to other worldwide medical networks.

For further information, please visit www.arctransistance.com.
Flight operations

ADAC Ambulance Service is more than just a medical assistance provider. Our own fleet, our technical and maintenance facilities make us one of Europe’s leading air ambulance providers.

Based in Nuremberg, our subsidiary AERO-DIENST GmbH & Co. KG provides ADAC with its own flight operations and technical maintenance facilities.

AERO-DIENST is one of the two oldest German flight operators with over 50 years of experience in:
- Aircraft maintenance
- Aircraft sales
- Aircraft operations
- Aircraft management

At the Nuremberg base, a small fleet of ambulance aircraft fitted out with state-of-the-art equipment is on permanent stand-by:
- 2 Dornier Fairchild 328-300 Jets
- 1 Beechcraft Super King Air A 350
- 1 Bombardier Learjet 60

Whenever necessary, ADAC Ambulance Service can use further ambulance aircraft as well as ADAC’s own fleet of HEMS helicopters.

All of the aircraft carry comprehensive intensive care equipment and comply with the most stringent hygiene standards.

Technical specifications
- Max. cruising altitude: 35,000ft
- Max. cruise speed: 420ktas
- Range: 2,000NM
- Min. runway length: 4,298ft
- Engines: 2 Pratt & Whitney Canada/PW 306B
- Thrust: 2 x 26.9kN
- Length: 69.7ft
- Wingspan: 68.9ft
- Height: 23.1ft

Medical equipment
- Draeger Oxylog 3000 respirator
- Schiller Argus Pro LifeCare / Propaq 206 EL monitors
- Lifepac 10-defibrillator
- B. Braun Space perfusors
- B. Braun Space infusion pump
- BGA Abbott i-STAT 200 co-oximeter
- Laerdal LSU 4000 suction pump

Available on request
- Atom V R88 incubator incl. Stephan F 120 respirator unit and a team of neonatologists.

Matching backup technology is available for all medical devices on board.

Dornier Fairchild 328-300 Jet

The Dornier 328-300 Jet is quiet and extremely stable and accommodates up to 11 patients and/or family members. The cabin height allows the medical crew to work standing and the cabin pressure can be adjusted to the patients’ medical requirements.

An auxiliary power unit (APU) allows the operation of the air conditioning on the ground. Other amenities include a lockable lavatory and a luggage compartment.

Conversions

The Dornier Fairchild 328-300 Jet can be converted within 90 minutes to accommodate up to 11 patients and/or family members.

Conversion I
- 2 intensive care patients
- 2 patients on stretchers
- 5 patients seated

Conversion II
- 6 patients on stretchers
- 5 patients seated

Dornier Fairchild 328-300 Jet
**Bombardier Learjet 60**

The fleet of ADAC Ambulance Service aircraft includes Bombardier Learjet 60, typically deployed on medium range flights. The fast and versatile jet accommodates up to two patients on stretchers.

**Technical specifications**
- Capacity: max. 2 patients and 2 family members
- Max. cruising altitude: 51,000 ft
- Max. cruise speed: 516 ktas
- Range: 2,100 NM
- Min. runway length: 5,906 ft
- Engines: 2 x PW305A
- Thrust: 2 x 20kN
- Length: 57.1 ft
- Wingspan: 43.8 ft
- Height: 17.9 ft

**Medical equipment**
- Draeger Oxylog 3000 respirator
- Propaq 206 EL monitor
- Lifepac 10 defibrillator
- Vial Program 2 perfusors
- MCM 404 auto infusion pumps
- BGA Abbott i-STAT 200 aeraemia analyser
- Laerdal LSU 4000 suction pump

Available on request
- Draeger incubator with Babylog ventilation unit and a team of neonatologists.

Matching backup technology is available for all medical devices on board.

**Beechcraft Super King Air A 350**

A Beechcraft Super King Air A 350 ambulance aircraft accommodating up to two stretcher patients completes the ADAC fleet.

The Beechcraft Super King Air A 350 is able to land/take off on airfields with short runways as well as grass airfields.

Low operating costs make the Beechcraft Super King Air A 350 a very efficient aircraft, equipped with both a pressurised cabin and an air conditioning.

**Technical specifications**
- Capacity: max. 2 patients
- Max. cruising altitude: 35,000 ft
- Max. cruise speed: 297 ktas
- Range: 1,400 NM
- Min. runway length: 3,445 ft
- Engines: 2 x PT6A-60A
- Thrust: 2 x 4.7kN
- Length: 46.8 ft
- Wingspan: 57.1 ft
- Height: 14.4 ft

**Medical equipment**
- Draeger Oxylog 3000 respirator
- Propaq 206 EL monitor
- Lifepac 10 defibrillator
- Vial Program 2 perfusors
- MDM 404 auto infusion pump
- BGA Abbott i-STAT 200 aeraemia analyser
- Laerdal LSU 4000 suction pump

Available on request
- Draeger incubator with Babylog ventilation unit and a team of neonatologists.

Matching backup technology is available for all medical devices on board.

* Learjet 35 and 55 on request.
Medical transport on airline and charter flights

Comprehensive transport portfolio
For many years, ADAC Ambulance Service has been working closely with partnering airlines and charter companies. This allows us to find a bespoke solution for each of our patients depending on their medical condition.

- Transport of seated patients (e.g. with leg rest)
- Sleeper transport (in First Class and Business Class)
- Stretcher transport
- Transport in Lufthansa’s PTC (Patient Transport Compartment)

Aeromedical physicians or qualified paramedics will accompany the patients on airline and charter flights to ensure optimum medical care even in the commercial environment.

Organisation A to Z
When opting for medical transports on airline or charter flights ADAC takes care of the complete organisation of bed-to-bed transport.

- Medical clearing
- Transport to and from the aircraft
- Administrative formalities

Custom solutions. All for our patients.
Ground transport

For ground ambulance transport, ADAC Ambulance Service cooperates with selected partners. ADAC can rely on wide-area coverage networks of well-reputed transport organisations in Germany.

High quality standards

The selection of partner companies and organisations is based on high ADAC quality standards, including:

- Medical equipment according to ADAC requirements
- Highly qualified medical attendants
Contacts

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