Community Outreach
For questions, comments, or concerns, contact the Community Outreach Department:

Email aero.med@spectrumhealth.org
Phone 616.391.5312

Follow us on Facebook:
facebook.com/AeroMed.SpectrumHealth/

Or visit our webpage and spectrumhealth.org/aeromed

Aero Med
Spectrum Health
100 Michigan NE MC071
Grand Rapids, MI 49503
Phone 616.391.5330
Toll Free 800.862.0921

Location
Gerald R Ford International Airport
Grand Rapids, Michigan
Helicopter 24hrs/7days per week
The Aircraft
Aero Med owns two twin-engine, turbine-powered Sikorsky S-76 helicopters, one of the most powerful and reliable aircraft in service today.

Features include:
- A custom-designed medical interior
- Unique airborne critical care environment
- A cockpit equipped with a certified instrument flight panel, weather radar, autopilot, and multiple navigation and communication systems
- Flight speeds up to 180 miles per hour
- A range of 300 miles

Requesting Aero Med Transport
One call to Aero Med’s Flight Communications Center will complete the necessary arrangements to transfer a patient to the appropriate healthcare facility. The center:
- Provides information regarding helicopter availability
- Arranges for the next closest program to fulfill the request if Aero Med is not available
- Launches the helicopter or puts it on standby
- Makes arrangements at any emergency department or critical care unit
- Arranges for an accepting physician at any appropriate healthcare facility in accordance with EMTALA
- Arranges for transport to other receiving hospitals in our service area after confirmation of an accepting physician and hospital
- Arranges for ground transportation of the patient or medical crew when it is not possible to access the sending hospital by air

Pilots
- Experienced and trained in both military and EMS aviation
- Possess Airline Transport Pilot certificates
- Hold FAA-approved Instrument Flight Rule ratings
- Undergo flight simulator training for emergency procedures every 6 months
- Retain the responsibility and authority to accept, reject, or cancel a flight based on weather conditions or safety considerations

Flight Communications
- Provide a single contact source for transports
- Coordinated communications between sending and receiving facilities

Maintenance Staff
- FAA-licensed as Airframe and Powerplant mechanics
- Factory trained on all Aero Med aircraft and engines
- FAA inspection authorization rated
- An average of 20 years experience in helicopter maintenance
Information needed to request a patient transport
For On-Scene Flight requests
Call 800.862.0921

For Inter-hospital flight requests to a Spectrum Health Hospital
Call the Spectrum Health Transfer Center
Adults: 616.391.4321
Pediatrics: 616.391.2345
For Inter-hospital flight requests to a non-Spectrum Health Hospital
Call 800.862.0921

For all requests, provide:
• Standby or launch status
• Location of incident
• Landing zone information
• Ground contact radio frequency
• Patient information, as available

Aero Med Flight Teams
Flight Nurses
• Certified in Advanced Cardiac Life Support (ACLS), International Trauma Life Support (ITLS), Pediatric Advanced Life Support (PALS), and Neonatal Resuscitation Program (NRP)
• Licensed as an Emergency Medical Technician-Paramedic

Flight Physicians
• Provide on-site medical control and decision making
• Board certified or board eligible in emergency or critical care medicine, or are senior emergency medical residents

Aero Med has logged more than 19,370 safe patient flights, more than 18,800 safe flight hours.
Critical Care Services
- Adult and pediatric critical care
- High-risk pregnancies
- Trauma care
- On-scene response

Specialty Services
- Infant transports with a Neonatal Intensive Care Transport Team
- Transport link for Meijer Heart Center Regional STEMI Network
- Transport for patients with intra-aortic balloon pumps, left ventricular assist devices, and Impella devices
- Transport for patients receiving Extra- Corporal Membrane Oxygenation (ECMO)

Pediatric Critical Care Transport
With the opening of Helen DeVos Children’s Hospital, our young patients have a place dedicated exclusively to their health care needs. Pediatric care is provided by specially trained nurses, therapists, and other clinicians, including more than 200 pediatric providers in 50 specialties.

When a pediatric patient needs transport to Helen DeVos Children’s Hospital, selecting the appropriate transport method is very important. Aero Med offers:
- A medical crew with the training to care for critically ill children.
- The ability to create specialized transport teams to care for even the most critical of patients

Industry Leadership
Aero Med is nationally recognized and accredited by the Commission on Accreditation of Medical Transport Systems