

USER NOTES & GUIDE

LIFEFLIGHT APP



VANDERBILT LIFEFLIGHT

2 USER LEVELS

Basic User

A basic user has the ability to use all functions except access to request a Vanderbilt LifeFlight flight.

Advanced User

An advanced user may request a flight. The user must be approved by the local EMS director in the area the user works / resides.



How do I register to use the LifeFlight app?

After downloading, open the app. There will be a screen with the headings **REGISTER** and **SIGN IN**. As a new user, select **REGISTER**.

A valid email address, a call back number, and an EMS agency are required for registration. When you select your EMS agency, it will highlight. Close this screen using the X in the top right corner. Click on **REGISTER**.

Once you complete the information screen, a verification code will be sent from donotreply@flightvector.com; ***please add this email to your safe list so your code is not routed to spam.***

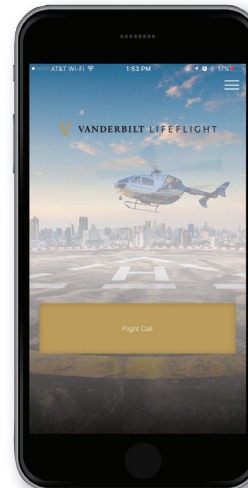
Once you receive the code, you will need to input a four-digit PIN. The PIN is required anytime you request a flight.

The **FLIGHT CALL** portion of the app is only available to select users. Vanderbilt LifeFlight works with local EMS agencies to approve key individuals to utilize the app for flight requests. However, all verified users may utilize all other functions of the app.



Where can I download the LifeFlight app?

The app is available in the **App Store** for iOS and **Google Play** for Android. It is designed only for those who live or work in the Vanderbilt LifeFlight service area. It is also available via a web version at vanderbiltflightcall.flightvector.com.





BASIC USER FEATURES

USER TIP

To return to the menu screen, always go the top right and select the four horizontal bars to bring up the menu screen.

Hospital Directory

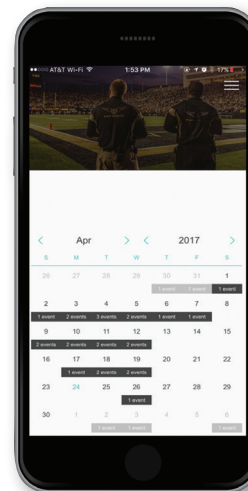
The Hospital Directory is a searchable database of hospitals in your area. Select the hospital you want and more information is displayed.

Calendar

The Calendar displays training events offered by Vanderbilt LifeFlight. If you click on the event date, the time and title of the event will show. If you click on the title, you will be taken to a new screen that can offer more information. Sign up to receive push notifications for training and hospital diversions, etc.

Landing Zone Guide

The Landing Zone Guide is a simple visual guide on the necessary precautions and area needed to land a helicopter.



ADVANCED USERS

Flight Call

With Flight Call, previously approved EMS personnel may request a LifeFlight helicopter, sending the user information and GPS location.

How Do I Use Flight Call?

When you select **FLIGHT CALL**, enter your four-digit pin (identified during the registration process).

A screen will appear that has your current location, and at the bottom three buttons – **BACK**, **STANDBY REQUEST**, and **FLIGHT CALL**.

You may move the location request of the flight by zooming out with your fingers on the map and tapping the new location. When you select **STANDBY** or **FLIGHT CALL**, this location should appear in the box. Confirm the location before sending in the request.

The **BACK** button will take you to the main screen. If you are in an active flight request and exit that request, you will not be able to go back to the request.

If you select **STANDBY**, a screen will pop up with the location of the request and a box for entering notes to send to the LifeFlight communications center as a standby request.

If you select **FLIGHT CALL**, a screen will pop up with the location of the request. You can change the location by moving

the map with your fingers on touchscreen or your mouse on computer. Verify the location and enter any notes to send to the communications center.

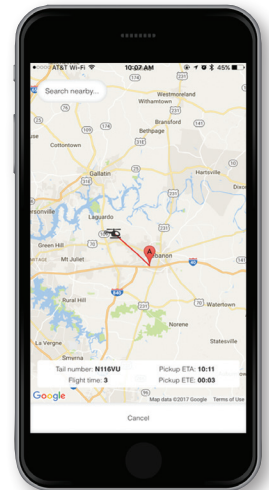
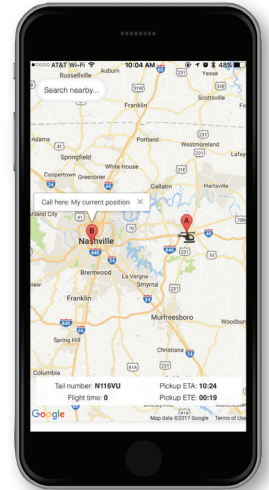
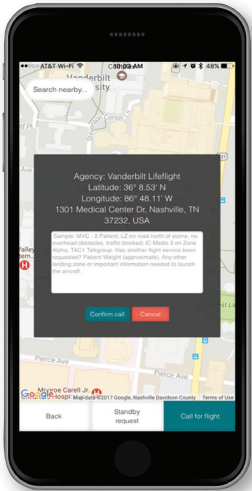
You will then see a screen processing your call. Once an aircraft has been launched, you will see the estimated time of arrival, and flight time, as well as the location of the aircraft on a map. You may switch between applications and return to this screen, but if you exit the app, you will lose any active flight information.

What Happens Next?

When a **FLIGHT CALL** is received, the request pops up within the Computer Aided Dispatch software (Flight Vector) with all of the information. The communications center will then process the request. An information phone call will be made back to the local 911 center from which the call originated to let them know the request has been received, and that the aircraft is being readied.

Once the aircraft has been launched, the person who made the request will receive notification of which aircraft has been dispatched, and a map will display with estimated flight time and estimated time of arrival. A red line will appear on the map with the projected flight path.

If a flight is declined, the requestor will be notified.



VULifeFlight.com

1211 Medical Center Drive
Skyport Helipad – VUH 13200
Nashville, TN 37232-7430

For emergency flight requests:

1.800.288.8111

For business purposes call:

615.936.0770

