



## PROVIDING HELP. SAVING LIVES.

### About WINDEAcare

While previous concepts only offered individual modules of medical care for offshore wind farms (e.g. “HEMS” – Helicopter Emergency Medical Services), **WINDEAcare** has developed a holistic and practical medical care concept, which offers all services from a single source. We provide appropriate assistance from minor ailments that can be diagnosed and treated via telemedicine to life-threatening injuries and difficult rescue situations.

Numerous experienced and established service providers have come together in close partnership to provide this comprehensive range of services. Due to the expertise in their respective core businesses WINDEAcare’s cooperation partners are the perfect match for closing the existing medical care gap together. The interdisciplinary and cross-company expertise in the fields of medicine, emergency services, nautical sciences, aviation and wind energy is unique on the market.

WINDEAcare is not a separate company, but a product that exists through cooperation of the partner companies, each of whom acting independently. The product WINDEAcare is sold by WINDEA Offshore GmbH & Co. KG. Any and all joint and several liability (*Gesamtschuldnerische Haftung*) of the partner companies being involved is excluded.



## Interdisciplinary Emergency Rescue Management

Considering the worst case before it occurs – and being structured and prepared. Modern emergency rescue management can no longer function without structured decision-making processes. WINDEAcare provides support for the development of concepts for emergency rescue management by using its know-how from national and international implementation expertise. In addition to gathering sound data, the goal is the combination with best practice concepts and thus developing concepts which may also be applied in practice and which work well, even when time is the critical factor.

## First-aiders Offshore Training

For us emergency rescue does not only start when a case of emergency occurs, but already with the training of the employees, who may act as first-aiders if a colleague is injured or ill. Therefore, we train technicians to become first-aiders offshore. The contents of the trainings are in accordance with the current DGUV and GWO guidelines as well as the guidelines by the European Resuscitation Council. The special focus of our trainings lies on the practical approach and includes i.a. also the handling of telemedicine.

## Paramedic on Site

In order to give employees in the wind farms a sense of security and wellbeing, it must be possible to seek medical advice at all times. In addition, the first response in case of emergency must be quick. These tasks are carried out by the paramedic who acts as the interface between first aid and the emergency medical care of a physician. The paramedic is integrated into the operating processes of the wind farm, platforms or vessels and thus becomes part of the preventive medical care. At any time, he can seek the advice of an emergency physician by telemedical consultation, so that they can perform any necessary treatments, especially in life-threatening emergencies, until the arrival of the emergency rescue team, including those treatments which are normally reserved for a physician, such as supply of highly potent pain relievers.

The paramedic plays an important role not only in emergency rescue care. Often technicians become ill during their 14-day offshore operation and have no access to their family doctor. Also in this case the medical treatment of the patient can be carried out by means of telemedicine, without having to be flown ashore with a rescue helicopter.

## Emergency Dispatch & Medical Support Centre (VENTUSmedic)

The emergency dispatch & medical support centre VENTUSmedic works closely with wind farm operations centres. Standard operation procedures are followed to ensure continuous information updates from the wind farm to VENTUSmedic. Together with the information provided during the emergency call, the team obtains a complete overview of the situation.

Likewise, the necessary procedures for interactive communication with governmental authorities (CCME, MRCC, etc.) are coordinated. As a result, the support centre can quickly and reliably integrate government rescue teams into the emergency response by working in close coordination with their management teams. The same applies to networking with the medical services of other wind farms.

## Telemedicine

In order to bridge the distance in space and time between specialist physician and patient in offshore wind farms and to close medical care gaps, Klinikum Oldenburg AöR and IQ MEDWORKS GmbH have established a centre for telemedicine: Emergency physicians at the clinic of maximum care assess without delay the clinical situation of patients, make diagnoses, make further therapeutic decisions and direct the first-aider offshore or the paramedic on site.

## Helicopter Emergency Medical Services (HEMS)

Due to the considerable distances that have to be overcome in emergency situations in offshore workplaces in order to save human lives, time plays a decisive role alongside with safety and quality. It is not only important to gain time for the patient, but also to keep the medically established time window, which ensures patient survival, as tight as possible. The helicopters used (Eurocopter AS 365 N3 / EC 155 B1) are state-of-the-art and equipped with modern emergency medical devices such as monitors, respiratory devices, portable ultrasound, mini-labs, etc.

Sites directly at the coast enable short flight times to the offshore wind farms. In the event of a technical failure of one helicopter, an equivalent replacement is always on stand-by.

## Alternative Means of Evacuation

In the event that rescue via helicopter is not possible due to bad weather conditions, an alternative rescue by ship is planned in advance and a suitable vessel, which is used in the wind farm for daily tasks (e.g. for crew transfers, etc.), is prepared accordingly for the transport of patients.