

July 5, 2005

To whom it may concern:

In recent years, helicopter operations has increased significantly at the University of Tennessee Medical Center heliport (09TN), warranting policy changes in the interest of safety and improved patient care. Effective 11 July 2005, the following procedures will be implemented:

Communications:

Transient aircraft shall contact the LIFESTAR Communications Center no later than 15 minutes prior to its estimated time of arrival. Radio contact should be established on the primary duplex frequency of 453.500 (Receive), 458.500 (Transmit) with a PL code of 167.9. Alternate frequencies are Unicom 123.025 and State EMS 155.205.

Aircraft Parking:

Parking will take place on one of the two designated parking locations on the heliport, or on the primary helipad, as assigned by LIFESTAR Communications Center. At no time will four aircraft be allowed to park on the heliport simultaneously. Aircraft will be oriented east or west on the primary helipad and the transient parking position (these are the two marked locations on the south side of the heliport). If assigned the maintenance parking position, the aircraft will be oriented north or south.

Aircraft Security:

Transient aircraft will not be left unsecured or unattended. Recently, there have been several incidents of transient aircraft left unsecured (doors open and/or rotor systems unprotected). Transient aircraft will have a pilot available to secure his or her aircraft and reposition the aircraft as needed to accommodate inbound traffic. There are two nearby airports (KDKX and KTYS) to relocate your aircraft.

Aircraft Unloading:

In most cases, patient unloading will take place with the rotors stopped. During rare occasions, a patient may require to be unloaded while the rotors are in operation (hot off load). Hospital employees are not allowed to assist with a hot off load, with the exception of LIFESTAR personnel. Hot off loads will only occur when coordinated through the LIFESTAR Communications Center.

All of the aforementioned operations, to include approaches and departures will be coordinated through the LIFESTAR Communication Center. Should you have any questions, please call 865.544.9112.

Sincerely,

Michael A. Englebert
Director of Operations
UT LIFESTAR