



Common Questions
about *Air St. Luke's*



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(continued)



Q. How do you decide which transport method to use?

A. Through consultation with the attending physician or emergency medical services (EMS), based on the injury, weather, location, and other criteria.

Q. How do you determine which hospital to transport patients to?

A. We take patients to the most appropriate facility, based on consultation with the attending physician, EMS, and the patient.

Q. How long is my *Air St. Luke's* membership good for?

A. One year, unless you have signed up for a lifetime membership.

Q. Will I be notified when it is time to renew?

A. Yes. You will receive a notice in the mail.

Q. Are there any restrictions for membership?

A. Yes. The primary member must be at least 18 years old.

Q. Are there any places *Air St. Luke's* won't go?

A. Yes. We are generally limited to the area shown on our service map.

Q. How is *Air St. Luke's* dispatched?

A. Only by physicians or EMS personnel. In the event of an emergency, call 911.

Q. Is there a limit to the number of times I can use this service?

A. No. Benefits cover you and your family for the term of your enrollment period.

Q. If I am in an accident, how will you know I'm an *Air St. Luke's* member?

A. Proof of membership is not required for transport. You will be listed in our database, so let the transport team know you are a member. If you are transported by one of our transport partners, please notify *Air St. Luke's*.

Q. Does my membership cover services provided by my local ambulance service?

A. No. It does not cover local 911 ambulance services.

Q. Who should I call if I have questions?

A. Call *Air St. Luke's* at (208) 706-1000 or (800) 822-1616.

Q. Is my membership information confidential?

A. Yes. All information provided by members is kept completely confidential.

Aviation services provided by Idaho Helicopters, Inc. and Turbo Air, Inc.

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