

# **COMMUNICATIONS**

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## COMMUNICATIONS POLICY

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The purpose of this policy is to state the position of Air Trek, Inc. with regards to maintaining communications between the Flight Crew and the Operations Center.

It is essential to remain in contact with the Flight Coordinators and Operations Center at all times during the flight. The PIC must call from each and every stop advising of the time and crew location. These calls are important as they enable us to coordinate ground ambulance transportation, update hospitals and the family members with the patient's status; as well as update the Medical Director of any changes in the patient's condition. Your updates aid in this coordination, as well as by easing everyone's concerns. Cell phones are approved for ground operations only. FCC regulations forbid the use of a cell phone during flight. In-flight communications can be made utilizing a satellite or radio-phone relay.

The flight team should notify the Operations Center if any member of the assigned flight team has not arrived at the required location at the requested time. The Operations Center should also be notified once the entire flight team has arrived for the flight. This notification allows the Operations Center staff the ability to properly plan for any unexpected delays that may arise, such as personnel arriving late, fuel truck delays, weather considerations, etc. The sooner delays are reported – the easier it is to notify our customers of any changes to the flight itinerary.

### **Please ensure the following calls are completed:**

1. Notify the Operations Center once the entire flight team has arrived for the flight.
2. **Call for an updated medical report before departing your home for the airport and document this in your flight report.**
3. Call upon arrival at the sending airport with an ETA to the facility.
4. Call when you arrive at the sending facility.
5. Call before leaving the sending facility so the office can notify the pilots of your ETA to the airport.
6. Call before leaving the sending airport with the ETA to the next stop.
7. Call from each fuel stop with an update on the patient's condition and ETA to destination.
8. Call when you land, before departing for the receiving facility.
9. Call when you arrive at the receiving facility.
10. Call before leaving the receiving facility to provide an overall report of the flight. The office will inform the PIC of your ETA to the airport.
11. Call before leaving the receiving airport with your ETA home or to the next destination.

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12. If you are staying overnight, provide the Flight Coordinator with the hotel name, phone number, and room number of where you are staying. If you should leave the room for dinner, etc., check for any messages once you have returned. Remember to call the office before leaving the hotel to return home.
13. Call the office from the receiving airport before departing.
14. Notify the Flight Coordinator that you have returned safely.

During flight, the PIC should be notified if the ATS determines the patient's condition requires on-line communication with the Medical Director. The PIC will then notify the office, and the office staff will contact the Medical Director. Once the Medical Director is located, the PIC will make the satellite or radio-phone relay call and then hand it to the ATS. Use of a cellular phone aboard the aircraft is prohibited and should never be utilized in the presence of pacemakers or other equipment sensitive to radio wave interference.

## CELLULAR PHONE POLICY

The purpose of this policy is to state the position of Air Trek, Inc. with regards to the use of cellular phones.

1. The PIC and SATS are required to make their position calls as outlined in the **COMMUNICATIONS POLICY**.
2. The PIC and SATS must monitor their respective cellular phones, paying particular attention to the voice mail feature. All messages must be immediately retrieved and responded to.
3. **No personnel shall use any personal cellular phones/feature during the course of their respective work shift. This includes two-way communications, cellular activity, text messaging, video/game viewing, etc. The use of Bluetooth, hands-free, etc devices is not permitted during the course of the flight.** Any personal cellular charges incurred will not be reimbursed.
4. The PIC and SATS will be responsible for any costs associated with the replacement or return of any lost cellular phone. Please keep the cellular phone in your pocket at all times.
5. Satellite phones shall only be used when providing aircraft position updates or should there be an emergency. Routine phone calls shall not be made using the satellite phone.

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## GROUND TRANSPORTATION CONSIDERATIONS POLICY

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The purpose of this policy is to state the position of Air Trek, Inc. with regards to procedures to follow when working with the various ground transportation providers.

Many will agree that the weakest area in the transport process is often found in the ground transportation arrangements made to assist us with the patient's care. Ground transportation providers are classified as non-emergent versus emergent transport, then further divided into wheelchair transport, non-emergent transport, basic life support (BLS), advanced life support (ALS) and critical care transport (CCT). The definitions for each type of transport vary from service to service, as well as from one geographical region to another.

The Flight Coordinator and SATS must work together to ensure the patient is transported in a safe and efficient manner. The SATS must obtain a medical report as soon as possible then provide this information to the Flight Coordinator making the ground transport arrangements as outlined in the **PRE-FLIGHT INFORMATION POLICY**. The patient acuity and transport needs, i.e.: O2, EKG, medicated IV's, ventilator, etc; as well as the number of family members, luggage, sending and receiving facility time frames, etc; must also be considered when coordinating all ground transport arrangements.

The Flight Team must realize ground transport resources and services vary greatly from community to community, country to country. Many regions have limited resources and may not be able to provide us more than a "ride" to or from the airport. Due to the variances of local regulations that could never be adequately addressed in any one policy or procedure, each mission is specifically designed to address a myriad of topics affecting the patient's transport. Though the Flight Coordinators do their best to utilize ground transport services that meet the patient's needs, there will be times when the medical team will be required to take their equipment with them to complete the mission. If there are any concerns regarding ground transport, they must be addressed immediately with the Flight Coordinators to minimize any delays.

Once the ambulance crew arrives, introduce yourself and explain how they can best assist you with the patient. You must immediately take charge of the ambulance crew, while acting in a professional and respectful manner. When you land, exit the aircraft at the direction of the PIC, per the **PATIENT BOARDING AND DEPLANING POLICY**. Remember to introduce yourself to the ambulance crew and give them a short medical report. "Take charge" of the ambulance crew and instruct them how they can help you with the deplaning process. Be careful not to damage the aircraft or injured yourself or the patient when you board and deplane the patient. Notify the Operations Center immediately of any concerns, then complete an Incident Report outlining the situation, via either the on-line or paper form. If you utilize the paper form, please attach form to the flight paperwork.

Transports in areas located outside of the United States offer special concerns, such as language and safety barriers, limited medical care and resources, and limited handling and aircraft support services. All staff members are encouraged to remain together, as no one should travel alone when outside the United States. On all missions, the PIC must know the location of the entire team during all aspects of the mission, especially on RON flights.

## **GROUND TRANSPORTATION CONSIDERATIONS POLICY**

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During the ground transport ride the medical team must ensure all medical equipment is properly secured, the patient is secured, and seat belts are worn. This is especially important should the patient's condition require emergency transport to or from the aircraft. Once at the aircraft the flight team should gather all equipment, paperwork, X-rays, patient belongings, etc before boarding the patient.

Address all transport concerns with the Operations Center and/or the Director of Operations as needed.

**RESERVED**

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