

ORIENTATION

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ORIENTATION - AEROMEDICAL TRANSPORT SPECIALISTS

1 of 3

The purpose of this policy is to state the position of Air Trek, Inc. with regards to the approved orientation process for all Aeromedical Transport Specialists.

The orientation program for all Aeromedical Transport Specialists shall consist of the following components as approved by the Medical Director:

1. Welcome and Introduction of Company Officers
 - A. Wayne, Dana, Lester, Operations etc.
2. Roles and Responsibilities of the Company Officers
 - A. Review of all job descriptions
3. Chain of Command Procedures
 - A. Director of Operations
 - B. Chief Pilot
 - C. Senior Aeromedical Transport Specialists
4. Tour of Facility and Medical Equipment
 - A. Hangar
 - B. Medical Equipment Room
 - C. Operation of Medical Equipment
 - D. Completion of Medical Equipment Use Competencies
5. Pre-Flight Aircraft Briefing
 - A. Jet and Twin Engine Aircraft
 - B. Safety Precautions
 - C. The Limitations of Each Aircraft
 - D. In Flight Emergency Procedures
 - E. Sterile Cockpit Considerations
6. Overview of Flight Coordination and Flight Following
 - A. Role of the Flight Coordinator
 - B. Review of Trip Sheet
 - C. Notify Operations immediately with any changes
7. Review of All Flight Paperwork
 - A. State Required Forms
 - B. Air Trek Releases
 - C. Pre Flight Checklists
 - D. Post Flight Checklists
 - E. Equipment Repair Requests

ORIENTATION - AEROMEDICAL TRANSPORT SPECIALISTS

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8. Review of the Policy and Procedures Manual
 - A. Review the entire P&P Manual
 - B. Completion of all required written exams
9. Review of the Medical Protocols
 - A. Review ALL Medical Protocols
 - B. Notification of the Medical Control Physician Protocol
 1. Call Operations with concerns, and then notify Medical Director
10. Medical Team Scheduling and Configuration
 - A. Provide Flight Coordinators with your Monthly Schedule
11. Review of Controlled Substances Procedures
 - A. How Controlled Substances are stored, maintained, and issued
12. Review of Universal Precautions
 - A. Infection Control Procedures
 - B. Cleaning of Aircraft
 - C. Bio-Medical Waste Disposal Procedures
 - D. Exposure Notification Procedures
13. Flight Uniforms
 - A. Review Dress Code Policy
14. Review of the Different Mission Profiles
 - A. Dedicated Air Ambulance
 - B. Specialty Teams with/without our personnel
 - C. International Flights
 - D. Dual Patients
 - E. Bariatrics
15. Review of On-Going Training
 - A. Mandatory In-Service Training Sessions
 - B. Yearly Training Requirements Medical and Aviation
 - C. Quality Assurance/PI Process
 - D. Safety Committee Process

ORIENTATION - AEROMEDICAL TRANSPORT SPECIALISTS

3 of 3

16. Review Personnel File
 - A. Confirm paperwork, copies of licenses, etc.
17. Completion of the Flight Physiology Program Competencies and Self-Learning Modules
18. Any additional training as requested by the Medical Director.

Any questions or concerns should be addressed to the Director of Operations or Medical Director immediately.

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ORIENTATION - FLIGHT COORDINATORS

1 of 3

The purpose of this policy is to state the position of Air Trek, Inc. with regards to the approved orientation process for the Flight Coordinators.

The orientation program for all Flight Coordinators shall consist of the following components as approved by the Director of Operations:

1. Welcome and Introduction of Company Officers
 - A. Wayne, Dana, Lester, Operations etc
2. Roles and Responsibilities of the Company Officers
 - A. Review of all job descriptions
 - B. Wayne, Dana
 - C. Maintenance
 - D. Fellow Flight Coordinator introduction
3. Chain of Command Procedures
 - A. Senior Flight Coordinator
 - B. Director of Operations
 - C. Notification of the Medical Control Physician Protocol
 1. Call Operations with concerns, then notify Medical Director
4. Tour of Facility and Medical Equipment
 - A. Hangar and Medical Equipment Room
 - B. Power panels and emergency exits
 - C. Web page, CAMTS, EMS Regulations
 - D. Eye Wash area, First Aid Supplies, and Fire Extinguishers
5. Overview of the Flight Process
 - A. Marketing Efforts, Public Relations
 - B. Answering the phone
 - C. Giving the quote with sales information
 - D. Confirming the flight, payment, scheduling
 - E. Coordinating transport, medics, and pilots
 - F. Flight Following (below)
 - G. Follow up after the flight. Must be a resource for the clients!
6. Overview of Flight Coordination and Flight Following
 - A. Role of the Flight Coordinator
 - B. Review of Trip Sheet
 - C. Flight Following Responsibilities and Documentation
 - D. Late and Overdue Aircraft Notification Requirements

ORIENTATION - FLIGHT COORDINATORS

2 of 3

7. Flight Crew Responsibilities
 - A. Pilots - weather, airports, and fueling needs
 - B. Medical - Pre-flight briefing with ambulance needs
8. Review of All Flight Paperwork
 - A. Trip Sheet
 - B. Clipboards
 - C. Post Flight Letters and Correspondence
 - D. Follow up calls
9. Review of the Policy and Procedures Manual
 - A. Review the entire P&P Manual
 - B. Review of the Flight Coordinator Training Manual
10. Medical Team Scheduling and Configuration
 - A. RN, Paramedic, RRT, and MD Roles and Responsibilities
 - B. Dealing with flight crew requests and concerns
11. Review of Universal Precautions
 - A. Infection Control Procedures
 - B. Bio-Medical Waste Disposal Procedures
12. Work Uniforms
 - A. Dress Code Requirements
13. Charter Considerations
 - A. Catering
 - B. Animals
 - C. Specific pick-up times
14. Types of Missions
 - A. Dedicated Air Ambulance
 - B. International Missions
 - C. Dual Stretchers
 - D. Bariatrics
 - E. Insurance and Assistance Flights
 - F. Medassist – Commercial Airline Transports

ORIENTATION - FLIGHT COORDINATORS

3 of 3

15. Annual Educational In-Services
 - A. Biomedical Waste Disposal
 - B. Safety
 - C. Hazardous Material Awareness
16. Any additional topics as outlined by the Director of Operations.

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ORIENTATION – MEDASSIST

1 of 2

The purpose of this policy is to state the position of Air Trek, Inc. with regards to the approved orientation process to become eligible to complete MEDASSIST transports.

The orientation program for MEDASSIST eligibility shall consist of the following components as approved by the Medical Director:

1. Overview of Program
2. Chain of Command Procedures
 - A. Director of Operations
 - B. Flight Coordinator Responsibilities and Logistical Updates
 - C. Notification of the Medical Control Physician Protocol
 1. Call Operations with concerns, then notify Medical Director
3. Medical Equipment Review
 - A. Aircraft Stretchers, Medical Equipment, and Protocols
4. Overview of Flight Coordination and Flight Following
 - A. Role of the Flight Coordinator
 - B. Review of Trip Sheet
 - C. Review the Communication Policy
 - D. Notify Operations immediately with any changes
5. Review of All Flight Paperwork
 - A. Required Forms and Releases
 - B. Pre and Post Flight Checklists
 - C. Equipment Repair Requests
 - D. Visas, Passports, and Required State Department Forms
6. Review of Universal Precautions
 - A. Infection Control Procedures
 - B. Bio-Medical Waste Disposal Procedures
 - C. Exposure Notification Procedures
7. MEDASSIST Uniform/Dress Code
8. American Embassy Contacts
9. Interaction with Airline Personnel

ORIENTATION – MEDASSIST

2 of 2

10. Boarding and Deplaning Procedures
 - A. Oxygen Requirements
 - B. Wheelchairs
 - C. Ground transportation considerations
11. Returning Equipment
 - A. Baggage vs Carry-On
12. Any additional training as requested by the Medical Director.

Any questions or concerns should be addressed to the Director of Operations or Medical Director immediately.

ORIENTATION - MEDICAL CONTROL PHYSICIAN

1 of 3

The purpose of this policy is to state the position of Air Trek, Inc. with regards to the approved orientation process for all Medical Control Physicians.

The orientation program for Medical Control Physicians shall consist of the following components as approved by the Medical Director:

1. Welcome and Introduction of Company Officers
 - A. Wayne, Dana, Lester, Operations etc
2. Roles and Responsibilities of the Company Officers
 - A. Review of all job descriptions
3. Chain of Command Procedures
 - A. Director of Operations
 - B. Chief Pilot
 - C. Senior Aeromedical Transport Specialists
4. Tour of Facility and Medical Equipment
 - A. Hangar
 - B. Medical Equipment Room
 - C. Operation of Medical Equipment
 - D. Completion of Medical Equipment Use Competencies
5. Pre-Flight Aircraft Briefing
 - A. Jet and Twin Engine Aircraft
 - B. Safety Precautions
 - C. The Limitations of Each Aircraft
 - D. In Flight Emergency Procedures
 - E. Sterile Cockpit Considerations
6. Overview of Flight Coordination and Flight Following
 - A. Role of the Flight Coordinator
 - B. Review of Trip Sheet
 - C. Notify Operations immediately with any changes
7. Review of All Flight Paperwork
 - A. State Required Forms
 - B. Air Trek Releases
 - C. Pre Flight Checklists
 - D. Post Flight Checklists
 - E. Equipment Repair Requests

ORIENTATION - MEDICAL CONTROL PHYSICIAN

2 of 3

8. Review of the Policy and Procedures Manual
 - A. Review the entire P&P Manual
9. Review of the Medical Protocols
 - A. Review ALL Medical Protocols
 - B. Notification of the Medical Control Physician Protocol
 1. Call Operations with concerns, then notify Medical Director
 - C. Introduction of Medical Director
10. Who to Contact For Specialty Cases:
 - A. Pediatrics.....Pediatric Intensivist
 - B. Ventilators....Pulmonologist
 - C. IABP.....Critical Care Specialist
11. Medical Team Scheduling and Configuration
 - A. Provide Flight Coordinators with your Monthly Schedule
12. Review of Controlled Substances Procedures
 - A. How Controlled Substances are stored, maintained, and issued.
13. Review of Universal Precautions
 - A. Infection Control Procedures
 - B. Cleaning of Aircraft
 - C. Bio-Medical Waste Disposal Procedures
 - D. Exposure Notification Procedures
14. Flight Uniforms
 - A. Review Dress Code Policy
15. Review of On-Going Training
 - A. Monthly In-Service Training Sessions
 - B. Yearly Training Requirements Medical and Aviation
 - C. Quality Assurance/PI Process
 - D. Safety Committee Process
16. Review Personnel File
 - A. Confirm paperwork, copies of licenses, etc.

ORIENTATION - MEDICAL CONTROL PHYSICIAN

3 of 3

17. Any additional training as requested by the Medical Director.

Any questions or concerns should be addressed to the Director of Operations or Medical Director immediately.

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ORIENTATION - PILOTS

1 of 3

The purpose of this policy is to state the position of Air Trek, Inc. with regards to the approved orientation process for the pilots.

The orientation program for all Pilots shall consist of the following components as approved by the Director of Operations:

1. Welcome and Introduction of Company Officers
 - A. Wayne, Dana, Lester, Operations etc
2. Roles and Responsibilities of the Company Officers
 - A. Review of all job descriptions
 - B. Wayne, Dana
 - C. Maintenance
3. Chain of Command Procedures
 - A. Chief Pilot
 - B. Director of Operations
 - C. Check Airman
 - D. Maintenance
4. Tour of Facility and Equipment
 - A. Hangar and Grounds
 - B. Medical Equipment Area
 1. Narcotic Procedures
 - C. Eye Wash area, First Aid Supplies, and Fire Extinguishers
 - D. Public Relations and Marketing Efforts
 1. Web page
 2. Accreditations and Credentials
 - a. FAA135 Certificate with area of operations
 - b. EMS Regulations/Licensure
5. Pre-Flight Staff Briefing
 - A. Jet and Twin Engine Aircraft
 - B. Safety Precautions
 - C. Limitations of Each Aircraft
 - D. Medical Team Briefing Procedures
6. Overview of Flight Coordination and Flight Following
 - A. Role of the Flight Coordinator
 - B. Review of Trip Sheet
 - C. Catering Considerations
 - D. Fueling Concerns – at the base and on the road

7. Flight Crew Responsibilities
 - A. Pilots - weather, airports, and fueling needs
 - B. Medical - Pre-flight briefing with ambulance needs
8. Review of All Flight Paperwork
 - A. Trip Sheet
 - B. Expense Reports
 - C. Post Flight/Duty Forms and Pay Vouchers
 - D. Equipment Repair Requests
9. Review of the Policy and Procedures Manual
 - A. Review the entire P&P Manual
10. Scheduling
 - A. Discuss scheduling with Chief Pilot
11. Review of Universal Precautions
 - A. Infection Control Procedures
 - B. Bio-Medical Waste Disposal Procedures
 - C. Cleaning of the Aircraft
 - D. Exposure Notification Procedures
12. Work Uniforms
 - A. Dress Code Requirements
 1. Epaulets, ties if charter, shined shoes
 - B. Moving and securing the aircraft
 1. Have someone at each wing/tail
 2. Stow aircraft in hangar when you return
 3. Aircraft security while RON
13. Interaction with Line Personnel
 - A. How to report concerns
14. Types of Missions
 - A. Dedicated Air Ambulance
 - B. International Missions
 - C. Dual Stretchers
 - D. Bariatrics
 - E. Insurance and Assistance Flights
 - F. Medassist – Commercial Airline Transports

ORIENTATION - PILOTS

3 of 3

15. Boarding and Deplaning Procedures
 - A. PIC role in Patient/Passenger Boarding and Deplaning
 - B. Luggage, Wheelchair, etc
16. Annual Educational In-Services
 - A. Biomedical Waste Disposal
 - B. Safety
 - C. Hazardous Material Awareness
17. Any additional topics as outlined by the Director of Operations.

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ORIENTATION - SENIOR AEROMEDICAL TRANSPORT SPECIALISTS

1 of 3

The purpose of this policy is to state the position of Air Trek, Inc. with regards to the approved orientation process for becoming a Senior Aeromedical Transport Specialists..

The orientation program for Senior Aeromedical Transport Specialists shall consist of the following components as approved by the Medical Director:

1. Welcome and Introduction of Company Officers
 - A. Wayne, Dana, Lester, Operations etc.
2. Roles and Responsibilities of the Company Officers
 - A. Review of all job descriptions
3. Chain of Command Procedures
 - A. Director of Operations
 - B. Chief Pilot
 - C. Senior Aeromedical Transport Specialists
4. Tour of Facility and Medical Equipment
 - A. Hangar
 - B. Medical Equipment Room
 - C. Operation of Medical Equipment
 - D. Completion of Medical Equipment Use Competencies
5. Pre-Flight Aircraft Briefing
 - A. Jet and Twin Engine Aircraft
 - B. Safety Precautions
 - C. The Limitations of Each Aircraft
 - D. In Flight Emergency Procedures
 - E. Sterile Cockpit Considerations
6. Overview of Flight Coordination and Flight Following
 - A. Role of the Flight Coordinator
 - B. Review of Trip Sheet
 - C. Notify Operations immediately with any changes
7. Review of All Flight Paperwork
 - A. State Required Forms
 - B. Air Trek Releases
 - C. Pre-Flight Checklists
 - D. Post Flight Checklists
 - E. Equipment Repair Requests

ORIENTATION - SENIOR AEROMEDICAL TRANSPORT SPECIALISTS

2 of 3

8. Review of the Policy and Procedures Manual
 - A. Review the entire P&P Manual
 - B. Completion of all required written exams

9. Review of the Medical Protocols
 - A. Review ALL Medical Protocols
 - B. Notification of the Medical Control Physician Protocol
 1. Call Operations with concerns, and then notify Medical Director
 - C. Completion of all required written exams

10. Medical Team Scheduling and Configuration
 - A. Provide Flight Coordinators with your Monthly Schedule

11. Review of Controlled Substances Procedures
 - A. How Controlled Substances are stored, maintained, and issued

12. Review of Universal Precautions
 - A. Infection Control Procedures
 - B. Cleaning of Aircraft
 - C. Bio-Medical Waste Disposal Procedures
 - D. Exposure Notification Procedures

13. Flight Uniforms
 - A. Review Dress Code Policy

14. Review of On-Going Training
 - A. Mandatory In-Service Training Sessions
 - B. Yearly Training Requirements Medical and Aviation
 - C. Quality Assurance/PI Process
 - D. Safety Committee Process

15. Completion of all required clinical competencies.

16. Review Personnel File
 - A. Confirm paperwork, copies of licenses, etc.

17. Complete written examination from the Medical Director.

18. Any additional training as requested by the Medical Director.

Any questions or concerns should be addressed to the Director of Operations or Medical Director immediately.

RESERVED