

APPROVED: SIGNATURE ON FILE IN EMS OFFICE  
Executive Director

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Medical Director

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**EMS AIRCRAFT PROVIDER DISPATCH**

I. AUTHORITY

Division 2.5 of the California Health and Safety Code, Section 1797.220, California Code of Regulations, Title 22., Prehospital Emergency Medical Services, Chapter 8., Prehospital EMS Aircraft Regulations, Title 21, Public Works Chapter 2.5 Division of Aeronautics (Department of Transportation), Public Utilities Code Section 21662.1., and Federal Aviation Regulations

II. DEFINITIONS

Refer to the "EMS Aircraft Policy Definitions" for definitions of terms in this policy.

III. PURPOSE

The purpose of this policy is to specify the procedure for the dispatch of EMS aircraft services based both within and outside of the Region.

IV. POLICY

- A. Each authorized EMS aircraft service shall operate and maintain, or contract with, a dispatch center (hereafter called Air Ambulance Dispatch or A.A.D.) 24 hours/day, 7 days/week which shall perform the minimum requirements as described herein.
- B. Each A.A.D. shall install and utilize EMSsystem to track availability of aircraft.
- C. Each A.A.D. shall install and utilize a data system to document data requirements of this policy.

V. PROCEDURE

- A. Each A.A.D. shall be responsible to:
  - 1. Immediately confirm the provider's ability to respond immediately to an EMS incident upon request by a C.A.R.C within the Region.
  - 2. Update EMSsystem as to location and availability of aircraft on a real-time basis.
  - 3. Each A.A.D. shall assist a C.A.R.C. in ensuring the closest EMS Aircraft is dispatched to a request for service.

4. Maintain a log of all EMS aircraft requests. The minimum data to be recorded shall include:
  - a. Call Date
  - b. Incident Number
  - c. Coordinates of aircraft at the time of dispatch
  - d. Coordinates for destination of aircraft
  - e. Time Call Received
  - f. Time Call Entered, if applicable
  - g. Time Call in Dispatcher Queue
  - h. Time Dispatched
  - i. Time En Route
  - j. Time Arrived Scene
  - k. Time Patient Contact, if applicable
  - l. Time Departed Scene.
  - m. Time Arrived Destination.
  - n. Time canceled (if applicable)
  - o. Who requested the service and/or who canceled the service
  - p. For each request for service that was not responded to, the factors which caused the termination of the request.
5. Ensure that all A.A.D. dispatchers are certified by the National Association of Air Medical Communications Specialists (NAACS) as a Certified Flight Communicator (CFC).
6. Immediately notify the requesting C.A.R.C. when the aircraft is en route and of its ETA to the scene or that the aircraft will not respond if pilot judgment, mechanical, environmental or other factors prevent the aircraft from responding to an EMS call. If the ETA to the scene changes once the aircraft is en route, the A.A.D. shall immediately notify the requesting C.A.R.C. of the updated ETA.
7. Provide a monthly electronic report to the Agency by the 15th of each following month that includes, but is not limited to the information collected in V. A.4. If data elements identified in Section V.A.4 of this policy are submitted in compliance with Agency Policy 620.30, they do not need to be re submitted.
8. Notify the appropriate C.A.R.C. of all pertinent information regarding a request for service received for an emergency field request within the geographic boundaries of the Agency from an agency other than a C.A.R.C.
9. Only dispatch an EMS Aircraft Service Provider to the scene of a field emergency within the geographic boundaries of the Agency if authorized or requested by a C.A.R.C.
10. An A.A.D. shall notify a C.A.R.C. or another A.A.D. if they have an EMS Aircraft Service Provider that is geographically closer to the scene of a call.
11. Be licensed in accordance with the standards of the Federal Communications Commission.

12. Abide by the policies, regulations and standards of the Agency, as well as obligations stipulated in agreements or memorandums of understanding with the Agency; State and Federal regulations; and any other procedures or regulations applicable to the operations of an A.A.D.
13. Provide staff to attend Quality Improvement meetings and any other meetings pertaining to dispatch issues at the request of the Agency
14. Ensure the development of written internal policies and procedures pertaining to all aspects of this policy. Policies and plans shall be submitted to the Agency upon request.
15. Have at least one Dispatcher working 24 hours a day, unless otherwise stipulated in a written agreement with the Agency.
16. Submit a written Unusual Occurrence Report per policy #620.20 to the Agency when the A.A.D. experiences operational or information system failure; e.g., computer failure, communications system failure. These reports shall include the time of the incident, the duration, the cause(s) or suspected cause(s), and any action(s) taken, if necessary, to prevent a reoccurrence of the event.
17. Have a current copy of the EMS Agency Policy and Procedure Manual available to the Dispatchers at all times.
18. Allow announced and unannounced audits and on-site inspections by Agency staff. The cost for an Agency employee to conduct on-site inspections will be borne by the Air Ambulance Provider and will occur once during each contract period.
19. Provide the Agency with recordings and data upon request.
20. Have the capability to communicate and coordinate with all hospitals, fire and ambulance dispatch agencies, and DCFs within the geographic boundaries of the Agency.
21. Have an internal written policy and contingency plan to maintain uninterrupted dispatch services for any event that would alter the normal operations of the A.A.D. Policies and plans shall be submitted to the Agency upon request.
22. Ensure that computer hardware and software capable of meeting the requirements of this policy is maintained and updated to reflect current industry standards.
23. Have and utilize recording equipment capable of continuously recording all elements of dispatching (i.e., radio traffic and telephone calls). All recordings shall be kept for 100 days unless an Unusual Occurrence Report, regarding a specific call, has been filed with the Agency. In this case, the recording shall be held until notification from the Agency that the recording is no longer needed.
24. Have and maintain, on site, a back-up power supply generator and maintain a contract to ensure delivery of fuel adequate to continue operations.

25. The A.A.D. shall ensure, through a CQI process, that their calls are being appropriately handled. A CQI Coordinator will facilitate call reviews (including recordings and CQI reports). A CQI program shall address structural, resource, and/or procedure compliance.

**The CQI program shall:**

- a. Include ongoing random case review for each dispatcher
  - b. Recommend training, policies, and procedures for quality improvement.
  - c. Perform strategic planning and the development of broader policy and position statements.
  - d. Identify continuing education needs.
  - e. Include reporting and analysis of any quality improvement indicators as identified by the Local Quality Improvement Groups within the geographic boundaries of the Agency.
26. The following information will be used by the Agency in the evaluation process of the A.A.D:
- a. Data Collection  
  
Analysis of data submitted in compliance with section V.A.4 of this policy.
  - b. Surveys  
  
Periodic site surveys and/or self surveys will be utilized to determine compliance with policy requirements.
27. If an A.A.D. fails to meet the requirements of this policy, the Agency shall notify the EMS Aircraft Service Provider, in writing, of deficiencies and shall readdress its concerns regarding the A.A.D. in no less than 90 days from the date of notification. The 90 day period may be shortened if the EMS Medical Director determines that the protection of the public health and safety requires immediate correction of the deficiency. The Agency shall notify the EMS Aircraft Service Provider of this determination and the time within which the Agency will readdress its concerns regarding the A.A.D.

An EMS Aircraft Service Providers who's A.A.D. has been found to be in violation of this policy will be notified in writing. EMS Aircraft Service Providers will be given a period of time to correct the violation(s). If after that time the A.A.D. is still in violation, measures specified in the agreement between the EMS Aircraft Service Provider and the Agency will be taken.

---END OF POLICY 446.00---