

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 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. date
 - b. location of incident
 - c. type of incident
 - d. coordinates of aircraft at the time of dispatch
 - e. destination of aircraft
 - f. decision criteria for air transport (including reason for simultaneous dispatch)
 - g. call rec'd/TOC (Time of Call)
 - h. DSP (Dispatched)
 - i. en route/ER
 - j. at scene/OS (On Scene)
 - k. from scene/ERH (En route Hospital)
 - l. arrive dest/OSH (On Scene Hospital)
 - m. time available and/or time call was terminated when services were not needed AOR (Available on Radio/Request)
 - n. who requested the service and/or who canceled the service
 - o. 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 report to the Agency by the 15th of each following month that includes, but is not limited to the information collected in V. A.3.
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 Region from an agency other than a C.A.R.C.
9. Only dispatch an air ambulance to the scene of a field emergency within the Region 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 air ambulance that is geographically closer to the scene of a call.

---END OF POLICY 446.00---