



**RIVER CAMPUS
MEDICAL EMERGENCY RESPONSE TEAM**

NEW MEMBERSHIP MANUAL

2013

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Introduction

This manual is designed to give you an introduction to the University of Rochester River Campus Medical Emergency Response Team (R/C MERT) and provide you with both general and detailed information regarding membership and the overall operations of our agency. As you likely know, acceptance into R/C MERT is highly competitive. During our annual fall application cycle, we receive over a hundred applications for membership, and while there is no set limit on the number of applicants we accept, it is well-known that MERT is one of the most selective organizations at the University of Rochester. You have been hand-selected due to the quality of your application and interview to join us in fulfilling the goal of providing high-quality, free, and confidential emergency medical care to the University of Rochester community.

As you begin your tenure as a member of our organization, you will see that there is much more to MERT membership than a simple title. Throughout your training program and beyond into active membership, you will undoubtedly have questions about different aspects of our agency. The contents of this manual were written specifically to help you with these questions and serve as a reference as you begin your service within our agency. We are eager for you to join us in helping to serve our campus, and on behalf of the entire organization, welcome to the MERT family.



Chapter 1: The Basics

Who We Are and What We Do

The University of Rochester River Campus Medical Emergency Response Team (R/C MERT) is a volunteer Quick Response Service (QRS) organization of University community members who are committed to providing Basic Life Support emergency care to any person in need of such services while on the University's properties. Established in 1972, R/C MERT responds to medical emergencies that occur on University of Rochester's River Campus to stabilize patients with life threatening injuries, treat non-life threatening injuries, assist the Department of Public Safety in triaging patients during mass casualty incidents, and provide standby EMS coverage when possible for River Campus events in an effort to ensure that the health, well being, and safety of all students, employees, faculty members, visitors, and other persons on the River Campus are maintained. MERT follows NYS Basic Life Support Protocols and Monroe-Livingston Regional EMS protocols, as well as specific agency protocols designed by our medical director and the University of Rochester.

R/C MERT is in operation 24 hours/day, 7 days a week during the academic year. As a collegiate EMS agency, we treat over 400 patients each year. In addition to responding to patients' medical emergencies on the UR campus, R/C MERT sponsors blood pressure screenings and health education materials both on campus and in the greater Rochester community, and has been active both on and off campus promoting good health and cosponsoring various wellness-related events. MERT's service is absolutely free of charge and is entirely confidential. Our mission is simple: to provide the highest quality care at all times.

Our Crews and Member Rank

Typically, every crew operating on a shift for R/C MERT consists of 3 members. A crew is made up of one Crew Chief (801), one Crew Chief Trainee (802), and one Medic Assistant (803). The number listed next to each position is the call sign of that particular member and indicates his/her rank within MERT. You use your call sign to identify yourself while communicating via radio to other crew members and Public Safety Dispatch while on shift. Every member within the organization is an 801, 802, or 803. The descriptions of each rank are as follows:

801: Crew Chief – The 801 is the highest-ranking member on a crew and is legally responsible for the patient care provided by the crew members. Therefore, the 801 is the chief authority on a call and all medical care decisions

must be performed under his/her supervision. The crew chief oversees the 802 as he/she runs the call and assists the 802 and 803 if necessary. Each 801 is required to take at least 2 shifts per month and fill the schedule as needed.

802: Crew Chief Trainee – The 802 is the middle-ranking member on a crew. The primary goal of the crew chief trainee is to practice applying his/her EMS skills and progress to become a crew chief. The 802 does so by ‘running’ the calls; that is, acting as the primary medical care provider and delegating tasks to both the 801 and 803 as the 802 deems necessary under the crew chief’s supervision. The 802 is required to take at least 2 shifts per calendar month. These shifts can be any combination of night, day, and standby shifts, and the 802’s are required to fill the schedule as necessary.

803: Medic Assistant – Although the 803 is the lowest-ranking member of a crew, he/she has a vital role in patient care. The medic assistant typically takes patient demographic information and assists the rest of the crew as they request. The 803 obtains patient vital signs, administers oxygen to patients if needed, takes a time log of each call, and can help with bleeding control as needed. When treating patients with more serious conditions, time is of the essence and the 803’s role is especially crucial. 803s are required to take at least 1 night shift, day shift, or standby per calendar month.

Every member begins their tenure in MERT as an 803. After becoming a NYS EMT and meeting all other prerequisites, 803s are eligible to apply to become 802s and thereby enter the crew chief training program. The 802’s goal is to eventually graduate the training program, pass all exams, and become a crew chief. Once a crew chief, an 801 can gain further experience and become a Field Training Officer (FTO), thereby expanding his/her role even further within MERT.

Our Coverage

As discussed earlier, MERT is in service at varying capacities 24 hours per day during the academic school year. We have a full crew (3 members) operating every night to treat any patient requiring emergency medical services during the night hours. Night shifts run from 8 PM (2000 hours) to 8 AM (0800 hours) the following morning. Aside from extenuating circumstances, one crew covers the entire night shift.

In addition to night coverage, MERT runs day shifts every Saturday and Sunday. These day shifts run from 0800 hours to 2000 hours and are also covered by full crews. During the weekday hours of 0800 to 2000, MERT does not run full crews. Instead, a few 801s carry pagers that alert them when a call goes out and a patient needs emergency medical care. In the case of a call during these hours, the 801 will respond to the call if they are available. Typically, the crew chief responding the call will contact an 802 and sometimes an 803 via phone to assist him/her in treating the patient. If no crew chief is able

to respond to a day call, an outside EMS agency covering the city of Rochester will come onto campus and attend to the patient.

During all shifts, crews are equipped with radios that allow them to communicate with each other and Public Safety Dispatch. Strict protocol is followed at all times when communicating via these devices.

Our Offices

MERT uses two offices throughout the academic school year. The first office, our main administrative space, is located in the basement of the University Health Services (UHS) building. This room holds nearly all of MERT's equipment and can double as a conference room when needed for applicant interviews or other meetings. Our other office, located in Spurrier, the building adjacent to Susan B. Anthony Hall, is a larger, older space that served as MERT's primary administrative office prior to our use of the room in UHS. This office is located near the practice rooms within Spurrier and can be accessed by entering through the main door closest to Susan B. Anthony Hall, taking the stairs down one level and walking down the hall until you see the door at the end on your right. For security purposes, the code to unlock both of these rooms is reserved for crew chiefs and executive board members.

Vehicle 800

Vehicle 800 is a quick-response vehicle used by MERT to respond to calls. It is not used to transport patients, but rather transports the crew and all of our necessary equipment to call locations quickly. Only crew chiefs and the Equipment Manager, with a cleared motor vehicle record and appropriate training, are allowed to drive 800. Equipment kept in the vehicle includes two backboards, spinal trauma kit, board splints, traction splint, KED, pediatric/OB/burns kit, suction unit, blankets, reflective vests, oxygen, and the large red equipment bag. Vehicle 800 is equipped with emergency response lights that are to be used when a crew is responding to a Priority 1 call, except when driving on Wilson Boulevard. 800 does not have a siren, but is marked on all sides to make it easily identifiable.

When not on a call, Vehicle 800 may be parked in Library Lot or Intercampus Lot. At times, 800 has been parked on Faculty Road or next to the University Health Services (UHS) building, but these locations are only to be utilized under special circumstances and 800 should not be kept there any longer than necessary. When responding to a call, the crew chief may park in any safe location on a road or parking lot as close to the call location as possible, while attempting to minimize traffic disruption. The crew chief must obey all traffic laws while operating 800.

The crew chief is in charge of all operations related to the vehicle while on shift. This includes inspecting the vehicle's interior, exterior, and functioning of lights, brakes, and steering during checkout. Sometimes the 802 on the crew will assist with vehicle checkout, but the 801 should always be present during this process. The oil level is checked every Sunday and Wednesday night by opening the hood of the vehicle and lifting out the oil lever to check if it is at an adequate level. If the fuel level is at half or below, the crew chief should drive the vehicle to 612, the University Public Safety Center, located off of Wilson Blvd, to refuel it. The crew chief is responsible for notifying Public Safety with the vehicle's equipped radio whenever he/she moves the vehicle between locations. The crew chief is also responsible for providing an updated copy of his/her Motor Vehicle Record once he/she clears as a crew chief, and at the start of each academic year following. Crew chiefs may only operate 800 if his/her MVR is cleared through Public Safety.

Any vehicle malfunction or other problem should be documented in an incident report and reported to the DO and ADO as soon as possible. If the problem affects safe driving of the vehicle, the crew chief should refrain from driving the vehicle, and report the problem immediately to Public Safety and the DO/ ADO.

More detailed information about Vehicle 800 and its protocols can be found in the vehicle SOPs located on MERT's website.

CPR and EMT Class

CPR courses are offered by MERT through the American Heart Association. Specifically, MERT offers the Basic Life Support for Healthcare Providers course, which teaches full CPR, as opposed to the layperson CPR course, which now teaches "Hands-Only" CPR. These courses are typically offered once or twice per semester, and are free for all MERT members. As MERT offers these classes frequently and free of charge, members are expected to keep their certifications current by retaking the class at least every two years. Without a current, valid certification, members are not permitted to take shifts.

The Emergency Medical Technician – Basic Course (EMT-B) is also offered by R/C MERT, through Monroe Ambulance. As all members are required to attain EMT-B certification, or be enrolled in a course, within two years of joining the organization, this course is also offered free of charge. For those with a current certification that will expire within the next nine months, the course also serves as recertification to extend the expiration by 37 months. The course is held either on Tuesday/Thursday nights, or on Monday/Wednesday nights, with Saturday mornings sometimes required as well. The course typically begins in mid-October, and continues until March for original certification, or until January for recertification. The course has the same breaks as typical classes. For specific dates, contact the Director of Training.

If you are unable to take the EMT class offered through MERT because of a scheduling conflict or other reason, you have the option to take the class at another time or location. The Director of Operations will sign the NYS voucher verifying your membership in a NYS volunteer EMS agency, enabling you to take the EMT-B anywhere in NYS free of charge. For example, if you live in NYS, you will be able to take the class free of charge in your hometown over the summer.

Chapter 2: Membership

Steps to Becoming an Active Member

The first step in becoming involved in MERT, following acceptance, is the New Member Orientation Program, or NMOP. New members are required to attend sessions once per week on Sundays at 6pm in the Gowen room in Wilson Commons, or immediately following the General Membership Meeting (GMM) when applicable. The program consists of 6 sessions in which new members learn the structure of the organization, its operating guidelines, and their role on a call, as well as the skills necessary for their role. These skills include bleeding control, taking vital signs (blood pressure, heart rate, respiration rate), and basic splinting, trauma care, and keeping track of times on calls. New members will also be asked to complete a CPR course if they are not already certified. At the end of the program, each new member will complete a test, and upon passing the exam will be permitted to take shifts as an 803.



MERT Membership Status

As a member of R/C MERT, members can be listed under 3 different statuses: Active, Probationary status, or on a Leave of Absence.

The following outlines how you can retain active status:

1. Attend all GMMs and sign in at them.
 - a. If you do not sign in, the Executive Board will assume you were not there and it will count as a "MISS". If you cannot attend a GMM, you must email the Secretary with an appropriate excuse.
 - b. Appropriate excuses include, but are not limited to, family emergencies, work schedules, etc. Examples of inappropriate excuses would be an inability to attend GMM due to schoolwork or

- because the Sunday Night Football game is on TV. It is the Secretary's discretion to decide if an excuse is legitimate or not.
2. Take the proper amount of shifts. Shift requirements are as follows:
 - a. 803: Once monthly
 - b. 802: Twice monthly or to fill the schedule
 - c. 801: Fill the schedule
 - d. **NOTE:** You can use standbys or day shifts to fill these requirements!
 3. Attend one Public Relations event per semester.
 - a. MERT is extremely active on campus, and our members' service and volunteer work at these events helps our agency continue to have an impact on the University of Rochester students, community, and beyond.
 - b. Members must sign in at this event to verify their presence.
 4. Attend committee meetings as held by your committee head.
 - a. If you cannot attend a specific meeting, you must send an appropriate excuse to your committee head. (See section on Committees on page 11)
 5. Attend appropriate training sessions depending on your level within the organization.
 - a. Examples include in-services, crew-chief quality assurance meetings, etc.
 6. Maintain up-to-date certifications.
 - a. If your certifications are soon to expire, you must notify the Training department and Secretary.
 - b. If your certifications expire, you will not be permitted to take shifts but are still responsible for fulfilling your full membership requirements (this includes fulfilling monthly shift requirements). In other words, it's your responsibility to update your certifications when needed.

Leave Of Absence

A leave of absence, or LOA, may be taken for many reasons. Increase in academic commitments, going away for a study abroad, leaving the university for any period of time, or taking some time to think about your status within R/C MERT are all reasons individuals may take a LOA. To submit an application for a leave of absence, email the Secretary, who will in turn send you a copy of a Leave of Absence Request form to be filled out. The last step is getting this form approved by the Executive Board. LOAs are designed to be a maximum of one semester long, so if you are seeking to be on LOA for longer than this time, you must request an additional LOA after a semester has elapsed. It is the responsibility of the member to request his/her leave of absence. Until a member

does so, he/she is still considered an active member and is expected to fulfill all membership requirements.

Probationary Status

A member will be placed on probationary status when he or she fails to fulfill the requirements for active membership in MERT, as outlined in our Constitution and Operations SOPs. Failing to keep up to date with your certifications and training required to take shifts, having more than one unexcused absence from a GMM in a semester, failing to meet your monthly shift requirement more than once in a semester, or committing a serious disciplinary violation can all cause you to be placed on probationary status.

If you are placed on probationary status only because you need certain training or certifications before you can take shifts, the Executive Board will give you a time limit to get that training before you are placed on active status again. You will not be able to take shifts until you have the training, but you will be required to go to all GMMs and other required events. The Executive Board and Training Department will help you get whatever training you need.

If you are placed on probationary status because you didn't meet meeting or shift requirements, or because of a disciplinary issue, the Executive Board will give you certain requirements to fulfill in a time limit. At the bare minimum, this will include going to all required meetings and meeting your shift requirement every month, but it will likely include other requirements too.

Once you have met all the requirements for reactivation in the time period that the Executive Board gave you, you will be placed back on active status. Failing to meet these requirements will result in you being placed back on probationary status, or possibly even removed from the organization. A second occurrence of probationary status is more serious, so make sure to keep up with all your membership requirements!

Committees

Committees are a great way to get involved with MERT. There are many committees to choose from, including Operations, Training, Equipment, Public Relations, Secretary, and Scheduling. Every member must be a part of at least one committee, typically chosen during NMOP, but committee choice can be changed at a later date by contacting the Secretary. Each committee helps their corresponding executive board member with their duties. There is no limit to the number of committees a member can be on, so don't hesitate to join as many as you'd like!

Officer positions are chosen from the general membership by the executive board to help more directly with specific tasks. They are intimately involved in the department under which they operate, but are not members of the

executive board. Examples include the Scheduling Officer position created to help with finding crews for standby and day shifts and the Assistant Public Relations Officer created to help with UHS-MERT events and campus relations. As with all other elections, anyone can run for these positions, so even if you're a freshman or 803, don't hesitate to get more involved! These officers are encouraged to attend Executive Board meetings and actively contribute to the discussions at hand. These positions are a great way to take on a larger role in the agency, especially if you are planning on running for an executive board position in the coming elections.

General Membership Meetings

Attendance at GMMs is a mandatory yet fun part of being a member in R/C MERT. During these biweekly (every other week) meetings, all executive board members give department updates for the members of MERT. The DO leads these meetings, and there are often case studies, training presentations, and even guest speakers who attend and lecture for the members. These meetings are mandatory for members to stay involved with news pertaining to MERT. They also provide members a forum during which questions they may have can be asked or clarified. If there is ever a time that members are not able to attend GMM, they must email the Secretary with a valid excuse. If the Secretary does not receive an email and a member misses the GMM, a warning will be sent to the individual. Since these meetings are vital for members to stay involved with our agency, after the second unexcused absence from GMM, a second IR will be written and disciplinary action will be taken. Remember to sign in at each GMM so the Secretary knows you were present! Typically, GMMs are on Sundays from 6-8 PM in the Gowen Room located in Wilson Commons. While most GMM's finish early, members should expect to be in GMM for the full two-hour slot.

Certifications

The Secretary keeps record of all certifications within the organization. However, it is each member's responsibility to know when his/her CPR/EMT certifications expire. If a member knows his/her certification will expire within the semester, the member should send an email to the Secretary and Training department stating the expiration date of the certification. R/C MERT holds recertification classes periodically throughout the semester-long term. If a member cannot attend the MERT-run classes, it is their responsibility to become recertified (possibly through another agency or school) in time to fulfill all shift requirements. MERT's classes are free of charge to our members, however, so it's best to take advantage of our courses. Members must also send the Secretary a copy of all of their certifications as they receive them so that our agency has

them on record for obvious reasons. You can simply scan and email a picture of each side of your certification card(s) to the Secretary.

MERT's Disciplinary Policy

Disciplinary processes and actions are headed the Assistant Director of Operations (ADO) and a Disciplinary committee formed of three members. Any MERT member who is not on the Executive Board can be a part of the disciplinary committee. The ADO typically holds an application process at the start of his/her term and chooses three members. The ADO uses the committee for discussion and advice on disciplinary matters. The members of the committee are not public knowledge in order to prevent biases when disciplinary decisions are made. Although the committee has a great deal of influence, the ADO and Public Safety Liaison have final say on disciplinary decisions. The DO may also be involved, but typically reserves his/her involvement for special cases or for appeals to disciplinary decisions.

MERT follows a strike system, similar to many other EMS agencies across the country. This system operates in such a way that infractions such as missed shifts, missed meetings, and other MERT or University policy violations will earn a member a certain number of strikes. Members will be notified by email each time they earn one or more strikes and may be required to schedule a meeting with the ADO to discuss the situation. Strikes may result in disciplinary action taken against the member. The strike system is not a strict indicator of what discipline a member will be given, but rather it is used as a guideline to keep disciplinary decisions fair and organized by allowing the ADO to keep track of how a member is doing in the organization.

Disciplinary decisions are generally made on a case-by-case basis. The disciplinary issues that arise in our organization are different every time, so it is important for everyone to approach the situation with an open mind and hear the whole story before a consequence is decided upon. However, some MERT policy violations have specific consequences that are already laid out. For example, missing required meetings for MERT (General Member Meeting or otherwise) without getting approval for an absence from the Secretary is grounds for warnings and/or possible disciplinary action. This may include the writing of an incident report to document the situation. (See below for more information regarding incident reports) The first incident report for an unexcused absence in one semester results in a warning email, the second results in a required meeting with the ADO and placement on probationary status, and the third may be grounds for removal from the organization. A similar system is in place for failure to meet shift requirements.

For more specific information about the Disciplinary Department and strike system, please refer to the Disciplinary SOPs, Operations SOPs, or contact the ADO. We dislike writing these reports and meetings just as much as you do, so

let's work together to ensure that no issue will arise during your tenure with our agency!

Incident Reports

An incident report is a report that can be written by any member of the organization and is submitted to the DO, ADO, and/or Public Safety Liaison for review. An incident report should be filled out for any situation that the MERT Operations department or other Executive Board department should be aware of. The DO, ADO, and/or Public Safety Liaison may ask a MERT member to fill one out for any situation regarding MERT that he/she needs more information on. Examples of reasons to write an incident report include, but are not limited to, a MERT policy violation that you witness, issues involving Public Safety or an outside EMS agency, or for clarification of any event related to MERT.

Incident report forms can be found in the UHS office or on the MERT website. To fill one out, include as much factual detail as possible about the situation, and sign it at the bottom. Then drop it in the operations box in the UHS office, or email it to the DO, ADO, and/or Security Liaison. Writing an incident report does not necessarily mean you or another person will get in trouble! Incident reports are important for us to have as much information about the state of affairs in our organization, so please don't hesitate to write one when you feel that you might need to. We will do our best to protect your anonymity when you submit one.

MERT's Application Process

A new application cycle opens up each fall semester. Applications are released around the same time as the activities fair, which occurs within the first few weekends of the fall term. Applicants are expected to attend a meet and greet and turn in their applications promptly, but no experience is necessary to apply to MERT. After applications are read, top applicants will be asked to return for interviews, which are conducted by two MERT members – one EBoard member and one member within the Selection Committee. After interviews, the final members who will go through NMOP and join MERT are selected and notified.

Chapter 3: The MERT Website

The Basics

The MERT website is located at <http://www.rochester.edu/mert/> and is an essential tool for all members of MERT. Some important tools found on the website are:

- The night schedule
- Operations, training, disciplinary and vehicle SOP's
- NMOP Curriculum
- NYS and Monroe–Livingston EMS (MLREMS) BLS (and ALS) Protocols
- Information on past/upcoming MERT sponsorships and upcoming events
- Application Materials
- Various forms
- Email Server

Much of the information on the website is for members only, so it is imperative that all members **accurately** register an account through the website.

It is the responsibility of the Webmaster/Scheduler to make an account for each member of the website. Making an account through the website will not only allow you to view members-only sections, it will also register you with the R/C MERT email server. It is the responsibility of all members to read and respond to the emails, and it is extremely important to do so because failure could result in disciplinary action. If you do not receive emails from R/C MERT, please contact the Webmaster. Once logged in, members will also have access to the R/C MERT Night Schedule/Day Schedule/Standby Schedule.

Signing Up For a Shift

1. Login to the website at <http://www.rochester.edu/mert/> using your Net ID and Net ID PW
2. Click the “Dashboard” button located in the top right hand corner of your screen. This will take you to the members only section portion of the website
3. Click the “Schedule” tab. You will automatically be directed to the current months schedule
4. You will see three types of dots on indicating open shifts. A dark blue dot indicates an open 801 shifts. A medium blue dot indicates an open 802 shift

and a light blue dot indicates an open 803 shifts. To sign up for a shift for a shift, click on a dot that corresponds with your level in the organization and that's it! You've signed up.

Notes on the Schedule

1. All night shifts, standbys and day shifts are on the same schedule. There is no more standby Google Doc!
2. If no dots appear under a shift, this means the shift is already filled
3. To view the crew who is on a filled shift, just click on the shift box and the names will pop up
4. To easily find out when your shifts are, click the "View Upcoming Shifts" button located in the upper right hand corner of the schedule. This will pull up a box displaying your shifts for the month
5. To drop or change a shift, you must contact the Webmaster/Schedule. There is no way to change a shift unless you are a member of the executive board.

Standby Shifts

R/C MERT provides standby medical coverage to University of Rochester events upon request. Standby crews are similar to night crews in that they consist of three members. However, unlike night shifts, 803 EMTs can practice as 802s in certain situations. If an 802 has not signed up for a standby within 48hrs of the event, 803 EMTs are permitted to take the shift. R/C MERT carries all the same equipment for a standby shift that they do for a night shift.

How to Request a Standby Shift

1. Fill out the standby request form which can be found on the MERT website
2. Submit the form at least two weeks prior to the event

Note: You, as a MERT member, can still fill out a standby request form for an event sponsored by a different organization you are a part of. Don't hesitate to do this – MERT is always willing to help out!

Chapter 4: Equipment and On-Call Operations

R/C MERT Radios

The radio system that R/C MERT uses to communicate is the Motorola HT1000 system. R/C MERT uses this system in order to communicate with Public Safety and the rest of the crew. R/C MERT uses radio channel 3B (3A is the Public Safety feed). There is a well-defined protocol that MERT uses in order to talk over the radio system. At the beginning of each shift all MERT members on duty are given a personal radio and all of the radios are toned out to ensure they are working properly. This means that all of the radios are tested by communicating with UR Public Safety. In order to initiate a tone test the 802 on duty is to call Public Safety at 585-275-3333 at the end of checkout. The 802 then request a nightly tone test for R/C MERT from the Public Safety dispatcher who answers the phone. Upon completion of this, all of the radios will tone out simultaneously (Note: It may take a few seconds for the dispatcher to do this). The first one to respond to the tone is the 801 who responds by saying, "801 tone test received, thank you." This is followed by the 802 who responds by saying, "802 tone test received, thank you." Finally the 803 responds and says "803 tone test received, thank you." Once all of the crew members have acknowledged the tone, the 801 then responds with the Vehicle 800 radio by saying, " Vehicle 800 tone test received" This concludes the standard toning out procedure for each night. When responding to a normal call the 801 responds on the radio first by stating, "801 responding from *location* for the *call type*, ETA *length of time*. This response is followed by the 802 and then the 803 on shift. If all crew members are together when a call tone goes out, the 801 may respond for all 3 crew members.

General Radio Tips

- Hold down the PTT button (the big pad on the side of the radio) for approximately 1 second before beginning to talk over the radio. This will ensure that Public Safety hears all of the communication from MERT members. Otherwise, your voice will be cut off as the radio is transmitting.
- Make sure to *always* have your radio while you are on shift. Even if you leave for just a moment, take your radio with you!
- Remember to squelch your radio after completing a call. You can do this pushing the small bottom button on the side of the radio.

- Make sure to turn off your radio at the end of your shift by turning the volume all the way down until you hear a click. You can turn the volume up or down by rotating the knob located at the top of the radio.
- SafeRide currently shares our radio channel. Since they run from 11 pm to 4 am every night and some radios do not squelch properly, make sure you grab one that can squelch when you're on a night shift. Otherwise, you'll have to deal with trying to sleep as your radio is chirping at you.
- With regards to channel 3A, note that you are permitted to have your radio on this channel during your shift, but be aware – it drains the battery!
- In case of large-scale emergency such as an MCI, the Public Safety office may decide to use a channel other than 3B to communicate with MERT. Listen for the dispatcher to tell you this information from channel 3B before you make the switch to the new feed.

Location of General Supplies

All of the disposable supplies used in order to restock Vehicle 800 along with the main red bag can be found in the UHS MERT Office. The disposable equipment is neatly organized by name on the wall in the office, which makes for easy restocking after a call and during checkout. MCI supplies along with spinal immobilization equipment can be found on the top shelf. Gauze, bandages, ice packs, SAM Splints, ace bandages, tongue depressors, and kerlix bandages are reachable on the second and third shelf, while oxygen tubing, NRBs, OPAs, and NPAs are located on the bottom shelf. Oxygen tanks along with long board splints and extra backboards can be found in the corner of the UHS office next to the computer. The 803 and 802 orange trauma bags to be worn on each shift can be found on the back wall of the MERT office and are easily identifiable by number. The medication box, which includes all of the medications used by MERT along with the penlights, can also be found on the back wall of the MERT office. Finally, the radios can be found as you enter the MERT office on the countertop on the left hand side (Remember to always keep batteries charging in the holders so that the next crew has a fresh set when they start their shift!) Larger pieces of equipment such as our training dummies can be found in the MERT Spurrier Office along with extra NRBs.

R/C MERT Keys

There are two sets of keys within the MERT organization. One set of keys is assigned to the 801 on shift during each night. This set of keys contains the bunk room key, the medications box key, and the vehicle key. The other set of master keys is in the possession of the Equipment Manager. This set contains

keys for the medication box, bunk room, equipment cabinet, jump bags, and Spurrier and UHS Office Keys. MERT additionally has two Library Lot morning parking permit passes in case that you use your car to drive to campus to take a shift and need a place to leave your car. These passes are located on the bulletin board above the computer in the UHS MERT Office. These passes are usable by any MERT member when needed for these purposes, but you must email the equipment manager in advance if you would like to use one of these passes for a shift and return the pass to the Equipment Manager the day following your shift.

Jump Bags

Jump bags are used mainly on day calls. However these bags can become important in the case of an MCI when all equipment is needed to treat a large number of patients. Jump bags include all of the basic supplies that are carried in the regular main red bag but also contain separate medication pouches along with defibrillators. R/C MERT has two different jump bags on campus. The first jump bag is located in an equipment locker on the 5th Floor of Wilson Commons. The second jump bag is located in the BME 101 laboratory side room on the first floor of Goergen Hall. This bag is located in the cabinet as you enter the room underneath the sink. It should be noted that you must have swipe access in order to use the jump bag in Goergen Hall. In order to gain swipe access you must be an 801 within the organization. Combinations to open the lock on the drawer holding these bags can be found once you are logged in to MERT's website and have 'crew chief or executive board member' access on the site.

Forms

All of the necessary forms used on a nightly basis can be found in the form tower in the UHS MERT Office, located directly on your right as you enter the room. Popular forms include the nightly equipment checkout and use forms which are to be filled out by all 803s and 802s, incident reports, evaluation forms for all 803s, 802s, and 801s, and blank PCR and RMA forms. The evaluation forms are used in order to provide documentation on how each crew member performed on each call and are also used in order to determine if an 802 is eligible to become an 801 or if an 801 is eligible to become a field training officer. All forms are to be put in either the operations or training box upon completion. The only exception is the nightly equipment use forms which are to be placed in the equipment folder at the top of the form tower. Please be thorough and completely fill out all forms as necessary (It helps our organization run much smoother and ensures that all equipment can be reordered at the proper times). If there is only

one form left in the tower please make 10 photocopies of the form using the printer before using the last form.

Medical Control

Medical Control is a service provided by certain hospitals to assist prehospital care providers in cases where more medical expertise is necessary. MERT protocols require that medical control be called prior to administration of any medications, with the exception of oxygen. Under extenuating circumstances, such as severe anaphylaxis, medical control should at least be contacted after the medication administration. Medical control should also be contacted whenever you are unsure about an RMA and would like the patient to speak to a physician, or if you would like permission to deviate from protocols, such as by giving more medication than is prescribed. Finally, the number for medical control should also be used to alert the hospital whenever a critical patient will be transported to their care.

When calling medical control, a nurse will answer. If you are only calling to notify of a critical patient, tell the nurse about the patient and answer his/her questions. If you need to speak to the attending physician, say so, and you will be connected.

Make sure to have the following numbers in your phone, and remember that Strong Memorial Hospital considers 18 year olds to be pediatric, so if you are treating a patient 18 or under, you should call the pediatric line.

Adult: 585-271-2769

Pediatric: 585-756-3430

Chapter 5: QA/QI

The QA/QI chair is in charge of the oversight of emsCharts documentation protocols, and ensures that all the charts are reviewed and advanced within 30 days from the day of the call. The QA/QI chair is also in charge of a semi-annual statistics report which helps highlight areas that either need improvement or have been completed exceptionally well.

PCRs

Patient care reports (PCRs) are used to document the care and treatment received by a patient prior to arriving in a hospital. PCRs explain exactly what happened during the call and provides a detailed explanation on the status of the patient until care is transferred. Paper PCR's are not required to be used on a call, but many crew members find it helpful to document aspects of the call, including vital signs and patient demographics. All information on a completed paper PCR must be shredded following the completion of the emsChart associated with the call.

Stats Accumulation

Twice a year the QA/QI chair is responsible for generating a statistics report. The statistics report is comprehensive and contains information regarding MERT's calls separated into various categories, including "day call vs. night call" "response times" and "medical category vs. day of week". The statistics report is important to present to the University Administration, UHS, and Public Safety how we as an organization are handling the call volume and can be used to show how we can improve (i.e. further equipment we can get to help us provide better care for the specific call types we receive most often).

emsCharts And Call Documentation

emsCharts is a website used by MERT to electronically chart the proceedings of each call. The use of this website eliminates most patient care report (PCR) errors and provides a much easier way to streamline data entry

while maintaining and improving the quality of care provided by R/C MERT. emsCharts also makes it easier to monitor all aspects of care via real time chart review and is used to record exactly what happened during each call - This is your chance to write everything down so that if you need to recall any aspect of the patient care administered, you can always look back at your chart and know exactly what happened. Due to the serious nature of the care we provide, it is possible for a patient to sue you if he/she is unsatisfied with the care the patient received. This could result in the court subpoenaing charting documents to ensure proper care was administered. The emsChart is what R/C MERT will look back on in the case of any legal proceedings regarding the incident or the patient, so doing an excellent job documenting is vital not only to QA/QI but to you personally as well. emsCharts is also the place to note if anything out of the ordinary occurs during a call.

The 802 typically writes the chart and both the 801 and 802 oversee work together to ensure everything is documented properly. If the patient was released from our care, a Refusal of Medical Aid (RMA) form that was completed on scene must be scanned and attached to the emsChart. Once this occurs and the chart has been completed, the 801 and 802 may sign the chart and the chart may be locked. This closes documentation for the chart, thereby preventing any further edits, and the chart is forwarded to be QA'ed.

Filling Out A Chart

When filling out a chart, remember to include the run number (can be found on the excel spreadsheet on the desktop), log the times of when important events happened during the call, include all sets of vitals and update the activity log. (The times to get on each call include: Time of MERT dispatch, MERT arrival on scene, when an ambulance was called if necessary, when the ambulance arrived, when MERT was back in service after finishing the call, and when each set of vital signs were taken) It is crucial that you click "not assessed" or "not done" for actions that you did not perform when interacting with the patient; never click "normal" for procedures you did not perform.

Every emsChart must contain a narrative that follows the SOAPE format. SOAPE stands for subjective, objective, assessment, plan and everything else. The subjective section includes anything you may see, hear, and suspect as a witness to the scene, including chief complaint, SAMPLE, OPQRSTI, HOWDE, and pertinent negatives. The objective section includes the observations you as the healthcare provider made on the scene, including CAO, ABC's, DCAP-BTLS, pupil reactivity, palpation and auscultation findings, and skin color and condition. The assessment is a "field diagnosis" about a sentence long describing the patient's problem (make sure to remember to put 'possibly due to' since we are not physicians and cannot diagnose a patient's condition with certainty). The plan is where you state everything you did for the patient such as ABC's, vitals, etc.

Lastly, everything else is just as it sounds; you write down everything else that factored in on patient care. Once the emsChart is complete, both the 802 and 801 must sign and lock the chart using their personal emsChart account.

For more information on how to properly document a call, email the QA/QI chair and look over the emsCharts documentation presentation located on our website.

Chapter 6: Public Relations

In the past year and beyond, R/C MERT has made a continuous effort to reach out and give back to our community, both here on campus and out into the city of Rochester. The events we have participated in, cosponsored, and sponsored have made a noticeable impact in the community, and R/C MERT provides itself in serving the U of R in every way possible. Our members are passionate about community service, and their dedication to this cause can be felt not only in the coverage and emergency medical care we provide, but also through our participation in events such as career days at local schools, blood pressure screenings, UR Healthy and Wellness Community events, providing free CPR training to student organizations and faculty, and more. As a member of our agency, we hope that you view service as passionately as we do and in turn will help us give back to the community both in the present and in the future.

MERT's public relations don't end there, however. As you may already know, MERT is one of the most misunderstood student organizations on the U of R campus. There are large misconceptions that exist from a variety of students with regards to who we are, what we do, how we provide patient care, the scope of our practice and coverage, and whether our members are paid for their services. MERT has worked hard over the past few years to quell as many false notions as possible; we have spoken to freshmen at orientation and at many campus events explaining and correcting these incorrect notions.

However, this is not enough to entirely eliminate the misinformation. We must work together to inform our peers that we are strictly volunteers and that we do not charge any fees for our services. We must



be the ones to tell them that if a patient receives a bill after being transported to the hospital, that bill was not from MERT, but rather from an outside agency that transported him/her. Rumors like these hold our agency back, and accusations such as being nicknamed the 'drunk police' prevent MERT from truly fulfilling its enormous potential. Often times, the good that we perform and the lives we save go overlooked and forgotten because of these false notions. As members, the

responsibility falls on us all to ensure that these misconceptions do not continue. Correcting these ideas combined with continuing to passionately give back to the U of R and city of Rochester is vital for MERT. As you can see on the next page, there are plenty of opportunities to do just that, so don't hesitate to get involved!

Recent Example Outreach Programs

On March 27th, 2013, MERT members attended 'Career Day' at the Nativity School to speak with over 50 students ranging from 5th grade to 8th grade. It was a great way to branch out into the Rochester community in a way that MERT had never done previously. MERT spoke about health, medical care, emergency medical services, and being an EMT. Many of the students were interested in pursuing medically related fields and it was fantastic to witness how they were starting to preliminarily plan their own career paths. More than anything, our members were able to share and explain a passion of ours to younger students and provide them with knowledge that they would otherwise not be exposed to. We played games that incorporated equipment that we use to help patients on a daily basis.

Examples of Current and Future Outreach

R/C MERT promotes and offers blood pressure screenings to University personnel that are coordinated with the Wellness Community (Well U) and UHS. The PR Chair will create a Google Document with all of the time slots available to members. Members must fill these slots so MERT can have a group of members constantly available to take blood pressure. The PR Chair will provide all of the information necessary to run the screening smoothly. The MERT banner and blood pressure information sheets will be ready in the MERT office an hour before the blood pressure screening starts. These types of events are a great way to practice your skills on a variety of different patients, so don't hesitate to get involved in projects such as this!

PR Obligation

It is mandatory for every member to attend at least one PR event per semester (Due to the changing number of events per semester, the requirement may be slightly higher or lower during a given semester; this number is at the discretion of the PR Chair). The PR Chair will keep a spreadsheet for general member attendance. If a member does not notify the present PR Chair and they have not completed this obligation then the appropriate disciplinary action will be

taken by the Assistant Director of Operations. Remember to stay active and stay involved!

Chapter 7: Miscellaneous

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