

Individual Contract Induction NE-HEMS – Sharjah Air wing Operations

Introduction:

Welcome to the NE HEMS (Helicopter Emergency Medical Services) contract induction. Please take some time to read the contents of the document. The purpose of this document is to help promote and guide the employee orientation process by providing necessary information to welcome, direct and train staff members regarding the NE HEMS operations. It is designed to facilitate the familiarization process while providing the necessary framework to help employees orientate, gain contract and operational knowledge and become operationally proficient.

The following sections provides some general information about the NE HEMS contract as well as a break-down of your roles and responsibilities during your shift. Please read through the document carefully, report for duty on time and be well prepared and dressed / presentable in NA issue uniform. A well-planned and executed orientation will result in a better understanding of what is expected of employees while working at NE HEMS and also what an employee can expect from management.

Please note that you must have completed the following prior to completing a NE HEMS shift:

- HSE Induction (LMS)
- Fire Safety Course (LMS)
- HEMS Aeronautical course

About NE HEMS

NE - HEMS was launched on 01 January 2020, with a collaboration between the MOI Air wing Service, who provide aircraft and pilots; and National Ambulance providing aeromedical crew. The aim of the contract is for the provision of 24-hour emergency response to calls in Northern Emirates as per dispatch criteria and may extend to other areas in exceptional circumstances if advised by the MOI Airwing or NA Management. NE HEMS will respond to emergency calls as dispatched by either National Ambulance ACC or MOI air wing. These activations will be either auto response or cockpit standby dependent on information received relevant to case from National Ambulance / police crews / public on scene. National Ambulance provides one paramedic and one EMT 24 / 7, working 12 hour shifts. Currently, the night service deals only with urgent inter-facility hospital request. As the system develops, primary HEMS response may be expected at night as well. Therefore, NE-HEMS Staff are expected to always be prepared and vigilant at all times.

Stakeholders:

The key stakeholders and relationships within NE HEMS are identified as:

- MOI Airwing – MOI
- Police
- National Ambulance

NE HEMS crew:

You will be member of a highly competent four-person crew consisting of one ALS Medic, one EMT Medic and two pilots. There may be an MOI Engineer or police crewman on board the flight depending on availability whose primary function is to act as a safety officer when on ground, securing the site around the LZ following landing. If responded to an inter facility transfer, due to weight restrictions; only one NA Medic may be permitted to fly (dependent on amount of accompanying physicians and weight restrictions decided upon by MOI pilots); refer to PTS request criteria. The pilot must be consulted if more than one health care worker is accompanying the patient on the flight. The helicopter provided is a BELL 412, with a Medical Litter Kit fitted by (Air Ambulance Technologies) for the Primary Aircraft.

Call Signs:

- Paramedic- MEDIC 1
- EMT - MEDIC 2
- Aircraft- Y55

Duty time and access information:

Shift times are from 0630-1830 (Day) and 1830-0630 (Night). Please ensure you are on base and 'punched-in' 15 minute minimum prior to start of shift to facilitate for handover from previous crew.

Staff Roles and Responsibilities:

Handover process on start or completion of a shift:

- Hand over drug bags to oncoming crew.
- Handover medic 1 and medic 2 on-duty mobile phones and check that phone has signal and battery is sufficient.
- Shift endorsement / handover from Paramedic / EMT should be carried out notifying / receiving any notable information and status of all equipment.
- You must then call NA ACC Team Leader to inform them that the shift personnel are present.
- The SAW pilots have variable shift durations due to military aviation flying restrictions so may not be in the staff room when you commence your shift. Please do ask for a safety brief from the captain at the earliest possible time during each shift. The brief will highlight helicopter safety procedures such as approaching and exiting the helicopter and any weather concerns that might restrict you from flying. They should also brief on NOTAMS and weather advisories for the day.
- Once you have taken a handover from the National Ambulance staff you may conduct inspections of the aircraft rear cabin, base and equipment (Please note all responsibilities must be equally shared between all staff).
- The necessary equipment functionality test battery checks must also be conducted as annotated by manufacturer requirements.
- Please note that there is a charging schedule for all pieces of electronic equipment (in the aircraft & in stores). The charging schedule list is featured on the office notice board as a reminder and must also be recorded and completed in OPIQ.
- Complete OPIQ daily and asset checks and ensure all is in order within 2 hours from starting shift (if possible).
- Once the aircraft, equipment and base checks are complete both members of staff can return to the crew room and remain on standby for an activation. During this time staff may complete all administrative functions and annotations required from the checks.

- Pilots will usually conduct their aircraft checks concurrently while doing your checks or they may be independently done. Permission must be sought from Police Operations room on site at 0800 to proceed to the apron for the purposes of checking the Aircraft & equipment.

Weekly Duties:

- In addition to daily duties, staff must complete some weekly duties.
- Using operative IQ back office, complete a full cycle count of the stores room each Sunday night and email logistics afterwards to let them know it has been completed.
- Complete a deep clean of the aircraft, office and storeroom on the 24th day of every month.
- Email the supply chain team with a list of returns (expired / used consumables every Sunday morning).
- Charge all electrical equipment as per Charging schedule list (including ADHOC).
- Liaise closely with Area 4 lead EMT's for the recharging of O2 cylinders.
- Other duties at the request of the NA management team such as clinical audits and monthly reports.

Receiving a NE HEMS activation:

- ACC or MOI air wing police ops will call Medic 1 / Medic 2 phones or radio to confirm an activation.
- The MOI airwing operations center will notify both pilots who will meet you at the aircraft.
- Don Hi-Vis (Hi-Vis must always be worn on the apron).
- NA Crew to make their way airside (ASAP) to load the aircraft and then return the trolley to the storeroom if a transfer Stretcher is required. (Please keep the storeroom closed at all times).
- Confirm you have both medic 1 / medic 2 duty mobile phones.

Confirm you have your NA ID, HAAD License.

- You should also have the ALS, BLS drug bags and MDT.
- Confirm you have correct aviation headsets and helmets.
- Once you have secured all equipment secure yourself with the seatbelt.
- The pilots will communicate with you via the headsets to confirm you are both ready for takeoff.
- You must then inform ACC by SMS or by noise cancelling headset of your take off time and on scene ETA (liaise with pilots when safe to do so).
- When permission is gained from the pilots, turn on the main electrical box on the front panel

Landing / on scene:

- Only exit the aircraft when you have been authorized to do so by the pilots.
- You should be met by ground crew who will drive / walk you to the patient's location.
- You will then take a full handover from the clinic / OPS staff. Patient(s) should be treated as per NA Patient care protocols CGP 134.
- Once the patient is treated, stabilized, and loaded call ACC with your plan / pre-alert details and any other relevant information.
- Confirm you have patient ID and relevant paperwork prior to leaving.
- Brief the patient about the flight before leaving (very difficult to communicate whilst flying due to the noise, the patient only wears ear defenders not headsets).

Leaving Scene:

- Ensure the patient is secured with stretcher straps and hearing protection.
- Inform the pilots which hospital you would like to convey the patient to. (The final decision will lie with the pilot's dependent on fuel / weather etc.).

- SMS or inform via noise cancelling headsets to ACC with your lift time ETA to hospital and hospital once you are airborne.

Landing at Hospital:

- SMS or inform via noise cancelling headsets to ACC with your landing time.
- Off load patient once you have been authorized to do so by the pilots.
- Handover patient to receiving hospital staff.
- Patient care reporting should be complete as per CGP119 Patient Care Documentation and Patient Care Record Policy and Procedure.
- Confirm you have handed over all patient ID / property and have retrieved NA equipment.
- Clean, prepare and clean the aircraft (if applicable) in case of another activation. Inform pilots once complete and inform ACC of lift and return to base.

Return to NE HEMS base:

- Off load all equipment and replace consumables as necessary.
- Log supply usage on OPIQ.
- Clean all equipment as per CGP153 Deep Clean and Standard Cleaning Procedure (as required).
- Inform ACC with your back to base landing time.
- Place assets on charge.
- Secure drug packs back in the safe as required.
- Complete end of shift handover to on coming crew

Additional Information:

- Do not forget your NA ID, HAAD License, flight suit and Hi-Vis vest.

- Laptops and tablet devices are allowed landside, but you be mind-full that this is a Police / MOI Operational Area and media in all forms are restricted. Access of IT Systems are considered a Government Security Breach.
- Food and drinks are not provided so bring enough to last you the duration of the shift. (Delivery options are available).
- There is a small kitchen in the vicinity of the Crew Room with a fridge and microwave for staff use.
- Sunglasses are highly recommended (very bright during day flights).
- Head torch (optional but very handy on night flights).
- Shower facilities are available (toiletries not provided).
- Spare uniform is advisable due to potential for soiling etc.

Useful Contacts:

- National Ambulance: <http://nationalambulance.ae/>
- Sharjah Air wing Operations Centre: 06 595 9555
- National Ambulance duty manager 056 687 5609
- NE HEMS Manager Michael O' Connor 050 510 2539
- ACC team leader 02 5968710
- ACC activation / dispatch 02 5968701
- Medic 1 050 514 8861
- Medic 2 050 987 4031

RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form

FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to ghse@nationalambulance.ae

DOCUMENT CONFIGURATIONS CONTROL DATE

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- NE HEMS MANAGER

This controlled document is managed / overseen by Policy Review Committee

CHANGE BRIEF

Version No.	Date	Changes
1	February 2020	New Policy
2	July 2022	removal of the some of the courses (HUET Course, CRM Course, Added HEMS Aeronautical Course, Changes from Police HEMS to MOI HEMS Addition of communication through headsets

CEO Approval

Board Member Verification



Contract Induction - NE HEMS
July 2022

