


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| Prepared by:         | Ryan                            | Approved By:  |  |



# Reviewing the Registration Form

## 1.0 PURPOSE AND SCOPE

- 1.1 Review the submitted registration form to ensure that the applicant program meets the accreditation prerequisites.

## 2.0 DEFINITIONS


- 2.1 *Applicant Program*: an organization applying for accreditation.
- 2.2 *Medical Transport Service*: These are organizations that provide pre-hospital and hospital transports using various vehicle modes.
- 2.3 *Registration Form*: the first document used in the accreditation process to identify applicant program's requisite criteria.

## 3.0 RESPONSIBILITY

- 3.1 NAAMTA's Management Team (minimum of 2) is responsible for reviewing the submitted Registration Form.
- 3.2 A member of the management team is responsible to verify the completion of the processes defined below.
  - 3.2.1 **Note:** Verification steps are in [5.6](#).

## 4.0 REQUIREMENTS

- 4.1 The registration form must be reviewed within 10 business days of receipt of these items.
- 4.2 The registration form must be completely filled out.
- 4.3 Receipt of the registration fee must be documented.
- 4.4 QF 7.2.2 Contract Review Checklist

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#### 4.5 QF 8.2.4 Application Process Checklist

### 5.0 TASK INSTRUCTIONS

5.1 The **Registration Form** is received electronically. The information from the form is used to create a profile for the applicant program. Critical data from the registration form includes:

- Name, address, phone number, business type and EIN (see 5.2.2)
- Primary contact, phone number, and email address
- Compliance officer, if different from primary contact
- Scope of care, transports per year, and base locations
- Hospital affiliation
- Transport modes
- Number of vehicles and applicable certificate numbers (i.e., 135 Tail Numbers)
- Maintenance hangar/garage address
- Years in service
- Reference letters (minimum of 2)

5.2 Upon receipt of the completed registration form and fee, the information is evaluated to ensure prerequisites are met.

5.2.1 Review submitted letters of references.

5.2.2 Identify how long the organization has been in business.

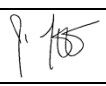
5.2.2.1 State business license, 135 operator certificate, etc.

5.2.2.2 **Note:** Only businesses older than six months can be considered.


5.2.3 Identify the organization's EIN or Tax ID number by using: [EINfinder](#) Data Base, state agencies, or [creditscore.com](#).

5.2.4 If applicant is an aviation operator, review 135 operator certificate,

5.2.4.1 Use [Airline Certificate Information](#) to perform the search.


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- 5.2.4.2 Verify certificate validity; years in operations; aircraft make, model, and numbers; and any DBA.
- 5.2.5 For organizations with multiple vehicles and tail numbers:
  - 5.2.5.1 Use [Tail Number Search](#) to perform search.
  - 5.2.5.2 Identify registration issue and expiration information.
  - 5.2.5.3 Determine aircraft engine type: multi- or single-engine.
  - 5.2.5.4 Located documentation identifying vehicle owner.
- 5.2.6 Review the their letter of commitment. This document should demonstrate the applicant's financial stability and their commitment to the quality of patient care and safety.
- 5.2.7 Review organization's business details, flights per year, and other relevant details.
- 5.2.8 Create a shared working directory for the organization and store any documentation resulting from the review.
- 5.2.9 Perform a search using website tools to determine the credibility of the applicant. Screen capture any resulting details and save images to the organization's working directory.
  - 5.2.9.1 Global web search results for complimentary articles and negative or derogatory details regarding the service.
  - 5.2.9.2 Search [Better Business Bureau](#) reports.
  - 5.2.9.3 Additional website search locations: [www.faqs.org](http://www.faqs.org), [www.airport-data.com](http://www.airport-data.com), [www.argus.aero](http://www.argus.aero), [www.concern-network.org](http://www.concern-network.org).
- 5.2.10 Review submitted letters of reference.
- 5.2.11 Verify **Acknowledgement Document** has been read.
- 5.2.12 Results of findings, questions, etc. should be documented in the **Comments** field of [QF 7.2.2 Contract Review Checklist](#).

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- 5.2.13 **Note:** When research results pose questions, a letter is written to the organization for a response. A copy of this letter should be stored in the organization's folder.
- 5.3 When the registration data is approved:
  - 5.3.1 A **Registration Confirmation** letter with notification for acceptance is sent to the **Primary Contact/Compliance Officer** via email and the U.S. Postal Service (USPS).
  - 5.3.2 The **Welcome to NAAMTA** letter is sent to the individuals with access to the application.
  - 5.3.3 Download these letter templates from the NAAMTA Library:
    - 5.3.3.1 **Administrative Public**
    - 5.3.3.2 **Accreditation Documents**
  - 5.3.4 Save the letters in both Word and PDF format, and email only the PDF version of the letters.
  - 5.3.5 Copies of these letters should be stored in the organization's folder.
- 5.4 Complete and submit the [QF 7.2.2 Contract Review Checklist](#) form for the applicant program.
- 5.5 Document the review in [QF 8.2.4 Accreditation Process Checklist](#).
  - 5.5.1 From the NAAMTA home page, click **Admin | NAAMTA Page**.
  - 5.5.2 Click **Accreditation Process Checklist**.
  - 5.5.3 Enter the details relating to the applicant program.
  - 5.5.4 Enter the **Completed by** details.
  - 5.5.5 Click **Submit**.
- 5.6 **Verification:** Have this process verified by a second management team member.
  - 5.6.1 Confirm form **QF 7.2.2** has been completed for the application program.
  - 5.6.2 Confirm organization's working directory does exist.
  - 5.6.3 Confirm the response letters are in their working directory.

## NAAMTA Work Instruction

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5.6.4 Access **QF 8.2.4**, and enter details about who completed the verification process.

### 6.0 RESOURCES/REFERENCE MATERIALS

- 6.1 Accreditation Tasks WI Flow Chart
- 6.2 Quality Manual (7.2 Customer-Related Processes)
- 6.3 QP 7.2.2 Review of Requirements Related to the Product
- 6.4 Completed Registration Form
- 6.5 QF 7.2.2 Contract Review Checklist
- 6.6 QF 8.2.4 Accreditation Process Checklist
- 6.7 Registration Confirmation Letter (NAAMTA Library | Administrative Public | Accreditation Documents)
- 6.8 Welcome to NAAMTA - general app users not compliance

### 7.0 REVISION RECORD

| <i>Description of Change</i>  | <i>Date</i> | <i>Authorized by</i> |
|---|-------------|----------------------|
| Updated the work instruction to include more detail and resource documentation.   | 11/2/12     | Roylen Griffin       |
| Rewrote entire work instruction, factoring in new QM forms, processes, and goals. | 7/2/13      | Roylen Griffin       |
|   |             |                      |