

## OVERVIEW

Any accident involving a company-owned vehicle should be reported immediately. The vehicle should not be moved until pictures have been taken, unless medically necessary or instructed to do so by a law enforcement agency or by law (Many states have laws that you must move vehicles to the shoulder if it all possible on major roadways).

It is imperative that the Customer Service/Communications associate(s) remain calm and composed (as always) in the event of any emergency situation.

## SECTION A

If an associate advises they have been involved in an accident in a company vehicle (via two-way radio), the Operator should:

1. Confirm the unit number, location, and that the unit is involved in the accident.
  - "RADIO - (Unit Radio ID), CONFIRMING YOUR UNIT IS INVOLVED?"
  - "CONFIRMING AT (Location)?"
2. Ascertain if there are any injuries to company associates or other parties involved. (If the Operator is advised by the unit to "STANDBY", do not even acknowledge the unit traffic; as you may cover important radio traffic.)
3. If you attempt to contact the unit involved over the radio and do not receive a response, immediately notify the appropriate 911 center (based on unit location).
4. Enter the information into the CAD system immediately to generate a case number and time stamp.
5. Telephone the appropriate jurisdiction (i.e. County 911 Center) and report the above information (# 1 and #2).
6. Advise the unit involved in the accident what agency has been advised of the accident.
7. Follow Notification of Occurrence Standard Operating Procedure to notify appropriate Management and/or Staff. See 2.14.3 Notification of Occurrence.
8. Log all notification times and/or attempt(s) of notification times in the CAD system.

## SECTION B

If the ambulance is **patient loaded**:

1. Advise the unit to leave the scene if the patient's life is threatened and if able to complete the transport safely. It may not be necessary to wait on law enforcement.
2. If it is not necessary or possible for the unit to leave, dispatch the closest available EMS unit (regardless of agency) EMERGENCY to relieve the unit involved.