OVERVIEW

Amerimed will make every effort to handle any and all requests for transport received by our communications center. Requests may need to be prioritized if units are limited or not available. While this situation is never desired, prioritization may be used in attempt to minimize excessive response time, late calls, etc. Requests will be categorized by type.

SECTION A

Communications operators should use the following matrix to determine eligibility of prioritization for certain requests. Requests should be prioritized with "E" level request being highest and "O4" being the lowest.

Level

Description

Response Code:

Priority 1, Echo

Life –Threatening Emergency Transport Request from Medical Facility that only Amerimed Units are equipped/staffed to handle, including:

- Neonatal Intensive Care Unit (NICU) Transports
- Aortic Balloon Pump Transports
- Any Request Classified by NAEMD protocol as "E" Level

Priority 1, Delta

Life –Threatening Emergency Request, including:

- Any Request Classified by Amerimed Communications SOPs as "Emergency" (regardless of caller's request)
- Any Request Classified by NAEMD protocol as "D" Level

Priority 1, Charlie

Life – Threatening Emergency Request, including:

- Any Request Classified by NAEMD protocol as "C" Level

Priority 1, Bravo

Non-Life Threatening Transport Request:

- Any Request Classified by NAEMD protocol as "B" Level

Priority 2, Alpha

Non-Life Threatening Transport Request:

- Any Request Classified by NAEMD protocol as "A" Level

Priority 2, Omega 1

Non-Life Threatening, Non-Emergency, Transport Requested for:

- ASAP P/U Requests Classified by NAEMD protocol as "O" Level ASAP Non-Emergency Transport.

Priority 3, Omega 2

Non-Life Threatening, Non-Emergency, Pre-Scheduled Transport Request:

- Requests Classified by NAEMD protocol as "O" Level Pre-scheduled, Non-Emergency Transport

SECTION B

NOTIFICATION OF MANAGEMENT IS REQUIRED if prioritization of calls is required:

1. On-duty Supervisor
2.
3. Division Manager
4. Operations ManagerOCE