

OVERVIEW

When a unit is notified of or dispatched to a call the Amerimed associates are to respond immediately. Notification is to be made by two-way radio only. Field Operations associates are NOT to call the requesting facility, family member, or Amerimed Customer Service/Communications unless specifically directed to do so by Amerimed Customer Service/Communications and/or management. If you have a question or require additional information, advise Amerimed Customer Service/Communication and they will obtain the needed information.

SECTION A

All calls will be officially dispatched via two-way radio to ensure the time stamp of dispatch is recorded.

Unit should advise their location when contact by the Communications Center.

Once dispatched, the field operations associates should repeat the location of the request to ensure the call information is understood and advise when they are en route.

Units should be en route to requests as follows:

- Priority One: (Presumptive Emergency)
- Priority Two: (Presumptive Urgent / ASAP)
- Priority Three: (Presumptive Routine / Prescheduled”

- Within 2 minutes between the hours of 0600-2159
- Within 5 minutes between the hours of 2200-0559
- Adequate time to ensure unit is at patient’s side on time.

SECTION B

Field Operations associates are to be en route to calls at the time dispatched as described above. If a request is received prior to scheduled end of shift time, it is ultimately the responsibility of an ON-DUTY crew assigned to the request to respond. Waiting for incoming personnel is prohibited.

The Amerimed Customer Service /Communications Center will notify the on-duty shift commander or other management team member of the situation. He/she will determine the appropriate unit to respond in order to meet response time standards.

Amerimed Customer Service/Communications will make every effort to coordinate transports to be completed by the end of our field crew’s scheduled end of shift. However, all field crews are subject to holdover up to a maximum of two hours past their scheduled end of shift time.

If management determines that a transport will require the field operations associates to arrive back at their station more than two hours past their scheduled end of shift, the associates will be ASKED

if they are available to complete the transport. To determine if a call can be handled within the allowed holdover time, the total time required to complete the call will be estimated by calculating the total call time – based on mileage/time (derived from Google Maps) from start location to end location and back to station.

There will be no disciplinary action to the associate for declining to handle a transport that requires them to holdover past the two-hour mandate.

SECTION C

Amerimed Customer Service/Communications will check the status of field units at various times throughout the course of a transport. If at any time a unit is going to be delayed at a location more than (20) twenty minutes, he/she must contact the Amerimed Customer Service/Communications to notify of the delay.