

CAL FIRE Butte Unit
Policies and Procedures



Approved By: _____

Darren Read, Unit Chief

Approval Date: **June 9, 2016**

Subject: **8100 Command & Control**
Specific Subject: **8130.005 Air Ambulance Dispatching**

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POLICY:

The Oroville ECC is contracted to provide air ambulance coordination for the following counties within the Sierra Sacramento Valley EMS Agency (S-SV): **Butte, Tehama and Shasta.**

PROCEDURE:

Request Receipt

- The PSAP or dispatch center with primary responsibility will request an air ambulance on the AIR AMBULANCE line (530-538-6646).
- **CAL FIRE ECC's**-TGU and SHU will RSI the call that the air ambulance is responding to including required call information and follow up with positive contact on the air ambulance line.

Caller Interrogation

All requests will include the following information:

- Requesting agency
- Physical location (street and cross street, closest community)
- Type of incident
- Ground contact and frequency
 - Incident name followed by LZ. (99 LZ, Lake LZ etc.)
 - Calcord is the default frequency, make all attempts to steer requesting agencies away from using department-specific tactical frequencies.
- Any known aircraft hazards in the area

Closest Resource Coordination

- The dispatcher will locate the scene location in the Delorme mapping program or CAD, and plot a latitude/longitude.
- The latitude/longitude will be entered into Tanker Tracker to determine the closest air ambulance from the list generated.

Dispatch Procedure

The closest air ambulance provider will be contacted.

If the air ambulance is available, the following information will be relayed:

- Physical location and latitude/longitude
- Ground contact and frequency
- Any known aircraft hazards
- Weather turn-down information

If the first air ambulance contacted is unavailable, a “missed flight” will be generated, and the dispatcher will contact the second closest helicopter identified by the calculator.

ECC will determine the ETA, and will then call the requesting PSAP and advise of the fill information and the ETA. The ETA is determined by dividing the mileage in half and adding 5-7 minutes for lift time.

CAD Procedure

The dispatcher will start an incident in Altaris CAD. The following format will be used.

- EVA Screen:
 - Location- The resource identifier for the air ambulance is the location of the incident
 - Call Type-MEDFSS (Medical Flight) or MEDFSM (Missed Flight)
 - Comment- Community and Location of Incident
 - Caller- Dispatch Center or Resource requesting Air Ambulance
 - Phone- Phone number of the requesting of the requesting agency
 - Source- Phone line on which the request was received
 - Remarks- Description of call type and additional information received during call taking.

Use the Checklist form in CAD (Checklist button in the EVD/Event Display screen, or ‘CHKLST’ command) to record the flight information. The following will be documented in the incident Checklist.

- Bearing
- Distance
- Latitude
- Longitude
- Ground Contact
- Frequency
- Incident Type
- Location
- Hazards (if applicable)
- Additional info (if applicable)
- Wx Turndown (if applicable)

When exiting the checklist click "In Progress" to save the information. Clicking "Done" will show the checklist as complete and you will not be able to edit the information. In this case, you can still access the checklist by using the 'CHKLST' command; however you will not be able to edit the information.

It is not necessary to change the 'P' to 'OK' for the items in the Status column.

- All the resource status information will be updated and documented in CAD.
- All other associated incidents are to be cross referenced with the accepting Air Ambulance incident. All actions and information will be documented.

Remember:

- Coordination is for scene calls only. Inter-facility transfers from medical facilities are not included in this contract
- Do not rely on provided latitude/longitude coordinates unless you cannot identify coordinates from Delorme. Provided coordinates ARE NOT ALWAYS CORRECT and are sometimes miles away from the actual scene.
- Be aware of multiple EMS, LE, and /or firefighting aircraft flying in close proximity. Notify the aircraft of other air traffic in their flight path or immediate area.