

## ภาคผนวก ฉ

คู่มือส่งตัวผู้ป่วยไปยังสถานพยาบาลใกล้เคียง





# HOSPITAL POLICY

## FOR


### TRANSFER AND TRANSPORTATION

### OF PATIENTS

☐ Controlled Document ☒ Uncontrolled Document

Document Number: HP-S2-ACC-004-06		Copy Number:	
Effective Date: 2/January/2022			
Authorization	First – Last Name	Position	Signature
Developed by		Functional Team	
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Reviewer 2		Chairman of Quality Management Committee	
Approved by		Hospital Director	




 <b>สมิติเวช ศรีนครินทร์</b> <b>SAMITIVEJ SRINAKARIN</b>	Topics: Hospital Policy for Transfer and Transportation of Patients	Hospital Policy Number:HP-S2-ACC-004-06	
		Effective Date: 2/January/2022	Due Date: 2/ January/2025
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#### Documentation Revision

No.	dd/mm/yy	Topic to be revised	Revision	Approved By
1	5/January/2007	Approve for Announcement	00	Hospital Director
2	8/March/2010	Revise Document	01	Hospital Director
3	24/October/2012	Revise Document	02	Hospital Director
4	25/March/2015	Revise Document	03	Hospital Director
5	6/December/2017	Revise Document	04	Hospital Director
6	2/January/2019	The documents were reviewed, there were no changes to its content.	05	Hospital Director
7	2/January/2022	The documents were reviewed, there were no changes to its content.	06	Hospital Director



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## 1. Objective

- 1.1 To set the standard for transfer and transportation service for Samitivej Srinakarin hospital
- 1.2 To set the standard for medical ground transport vehicle care and maintenance for Samitivej Srinakarin hospital
- 1.3 To set the standard for transportation team member, medications, supplies, and equipment that appropriate for each specific type of patient

## 2. Scope

- 2.1 Ground transportation service that belonged to Samitivej Srinakarin hospital
- 2.2 Emergency department of Samitivej Srinakarin hospital
- 2.3 Transport department of Samitivej Srinakarin hospital
- 2.4 Clinical staffs that involved in the transportation service of patients including transportation physician, transportation nurse, emergency medical technician (EMT), other specialist doctors, other clinical nurses that involved in transportation service
- 2.5 Bangkok Emergency Service (BES)

## 3. Definition

- 3.1 Ground Medical Transportation service is the transportation of patient by ground vehicle, i.e., ambulance. For Samitivej Srinakarin hospital, this ground medical transportation service is also including the service that will provide to the patient at home without bring the patient back to the hospital, e.g., changing of nasogastric tube, changing of Foley's catheter, etc. This service will be available by request using medical transportation request form. Team members of this service will include at least transportation nurse, emergency medical technician, and driver. The member of the team may or may not include transportation physician depending on the ESI level for emergency ground medical transport or level of acuity for refer, transfer and service ground medical transport.

## 4. Roles and Responsibilities

- 4.1 Transportation physician will be involved in the transportation of patient upon the request of the emergency ambulance operation. For ESI level 1 (super-red), ESI level 2 (red), ESI level 3 (yellow), acuity level 1, acuity level 2, and acuity level 3, transportation physician is the must in ground medical transport team. This transportation physician is the main key person who responsible for the treatment and making any decision involve in any procedure or transport of the patient. Transportation physician



will work under the supervision of online medical control physician. (For more detail, please look in the job description of transportation physician.)

#### 4.2 Transportation nurse will be involved in the ground medical transport service in all ambulance operation.

Transportation nurse will primarily involve in preparation of ambulance medication, supplies and equipment, and the care of the patient during the ground medical transportation. Transportation nurse will work under the supervision of transportation physician. (For more detail, please look in the job description of transportation nurse.)

#### 4.3 EMT and driver will be involved in the ground medical transport service in all ambulance operation.

EMT will primarily involved in the preparation of ambulance equipment and readiness of the ambulance operation. EMT and driver will work under the supervision of transportation nurse. (For more detail, please look in the job description of EMT/driver.)

#### 4.4 BES dispatch center is the main center of the any ground transport operation. Its roll and responsibility is to control the quality and safety of ambulance operation. Moreover, any decision that the transportation physician, transportation nurse, EMT/driver cannot be made or any conflict that occurred during transport will be diverted to this dispatch center for final direction.

### 5. Policy and Procedure

#### 5.1 Safety of the patient is the top priority of transfer process.

#### 5.2 Patients shall be transferred to other organization based on status, the need to meet their continuing care needs, and the ability of the receiving organization to meet patient's needs.


#### 5.3 Patients shall be transferred only if the transfer criteria are met (Table 1) and the receiving organization are agreed to accept the patient in advance.

#### 5.4 Samitivej Srinakarin hospital, as a member of Bangkok Emergency Service (BES), will operate the transfer and ambulance service under the supervision and order of BES dispatch center. The recognition of ambulance operation is either by the use of BES website, phone, or fax the medical transport request form to BES dispatch center. The quality and safety of the transfer or ambulance operation will be monitored by BES dispatch center.

#### 5.5 Samitivej Srinakarin hospital shall follow the policies from BES as it own hospital policies.

#### 5.6 Any patients who required transportation service from Samitivej Srinakarin hospital shall be evaluated for the need and appropriateness of the transportation. (Medical transport request form (F/M-02.1-BES-




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001 Rev.5 (15 Mar 2013) and Pre-transportation Assessment form (F/M-02.1-BES-003 Rev.2 (08 Sep 2013)).

- 5.7 The patient's signature, or other person legally authorised to provide consent on behalf of a patient, will be obtained as an indicator that the patient was involved in the decision for transportation (Consent for Medical Transport (F/M-03-ER-002 Rev.1 (15 Mar 2013))).
- 5.8 Any procedure that occur during the ground medical transportation shall be record in En Route Assessment form (F/M-02.1-BES-002 Rev.0 (02 Jan 2013)).
- 5.9 Medical transport discharge form shall be use to summarize the ground transportation service and release liability of the transportation team (F/M-02.1-BES-004 Rev.0 (02 Jan 2013)).
- 5.10 Ground transport operation that belongs to Samitivej Srinakarin hospital shall be registered and operated under law and regulations from Royal Thai Police Department, ministry of transport of Thailand, and National Institute of Emergency Medicine of Thailand.
- 5.11 The maintenance of ground transport vehicles that belongs to Samitivej Srinakarin hospital shall follow the schedule as described in the manufacture manual and BES policies (BES Policy on maintenance of vehicle).
- 5.12 All of transportation service for Samitivej Srinakarin hospital shall comply with the infectious control program according to ministry of public health of Thailand and the BES policies.
- 5.13 Samitivej Srinakarin hospital shall supply medication, supplies and equipment for support ground transportation service that appropriate to the operation according to the BES policies and manuals.




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**Table 1.** Criteria for appropriate refer/transfer: For each level of care, ground medical transportation service requires the completeness in team members, equipment, monitoring, and communication).


Level of care	Definition	Team members	Equipment	Monitoring	Communication
ESI level 1	<ul style="list-style-type: none"> <li>● Critical organ involvement (i.e., cardiovascular, pulmonary, and neurological system)</li> <li>● Unstable vital signs</li> <li>● Require mechanical ventilation</li> <li>● Require cardiac support</li> <li>● Require vasopressors, deep sedation, or general anesthesia</li> </ul>	<ul style="list-style-type: none"> <li>● Transportation physician</li> <li>● Transportation nurse</li> <li>● EMT/Driver</li> </ul>	<ul style="list-style-type: none"> <li>● Oxygen supplement which enough for the whole operation plus 30 minutes</li> <li>● NIBP monitoring, Pulse oximeter</li> <li>● Cardiac monitor / defibrillator</li> <li>● Equipment for emergency airway management with alternative airway device</li> <li>● Respirator (if required)</li> <li>● Essential CPR medications</li> </ul>	<ul style="list-style-type: none"> <li>● Continuous EKG monitoring</li> <li>● Periodic measurement of vital signs</li> </ul>	<ul style="list-style-type: none"> <li>● Confirmation of               <ol style="list-style-type: none"> <li>1. Departure time</li> <li>2. Estimated Time of Arrival</li> <li>3. Procedure / equipment support needed</li> <li>4. Readiness for immediate procedure or testing</li> </ol> </li> <li>● Communication: Physician to physician Nurse to nurse</li> <li>● Written documents</li> </ul>



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Level of care	Definition	Team members	Equipment	Monitoring	Communication
ESI level 2	<ul style="list-style-type: none"> <li>Stable vital signs but likely to deteriorate</li> </ul>	<ul style="list-style-type: none"> <li>Transportation physician</li> <li>Transportation nurse</li> <li>EMT/Driver</li> </ul>	<ul style="list-style-type: none"> <li>IV fluid regulated by battery-operated infusion pump</li> <li>Oxygen supplement which enough for the whole operation plus 30 minutes</li> <li>NIBP monitoring, Pulse oximeter</li> <li>Cardiac monitor / defibrillator</li> <li>Equipment for emergency airway management with alternative airway device</li> <li>Respirator (if required)</li> </ul>	<ul style="list-style-type: none"> <li>Continuous EKG monitoring</li> <li>Periodic measurement of vital signs</li> </ul>	<ul style="list-style-type: none"> <li>Confirmation of               <ol style="list-style-type: none"> <li>Departure time</li> <li>Estimated Time of Arrival</li> <li>Procedure / equipment support needed</li> <li>Readiness for immediate procedure or testing</li> </ol> </li> <li>Communication: Physician to physician Nurse to nurse</li> </ul>



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Level of care	Definition	Team members	Equipment	Monitoring	Communication
ESI level 3	<ul style="list-style-type: none"> <li>Stable vital signs but have a chance of deteriorate during the transportation</li> </ul>	<ul style="list-style-type: none"> <li>Transportation physician</li> <li>Transportation nurse</li> <li>EMT/Driver</li> </ul>	<ul style="list-style-type: none"> <li>Essential CPR medications</li> <li>IV fluid regulated by battery-operated infusion pump</li> <li>Oxygen supplement which enough for the whole operation plus 30 minutes</li> <li>NIBP monitoring, Pulse oximeter</li> <li>Cardiac monitor / defibrillator</li> <li>Equipment for emergency airway management with alternative airway device</li> </ul>	<ul style="list-style-type: none"> <li>Continuous EKG monitoring</li> <li>Periodic measurement of vital signs</li> </ul>	<ul style="list-style-type: none"> <li>Written documents</li> <li>Confirmation of               <ol style="list-style-type: none"> <li>Departure time</li> <li>Estimated Time of Arrival</li> <li>Procedure / equipment support needed</li> <li>Readiness for immediate procedure or testing</li> </ol> </li> </ul>



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Level of care	Definition	Team members	Equipment	Monitoring	Communication
ESI level 4 and 5	<ul style="list-style-type: none"> <li>● Stable vital signs</li> <li>● No problem during transportation expected</li> <li>● Discharge / Follow up case</li> <li>● OPD case</li> </ul>	<ul style="list-style-type: none"> <li>● Transportation nurse</li> <li>● EMT/Driver</li> </ul>	<ul style="list-style-type: none"> <li>● Respirator (if required)</li> <li>● Essential CPR medications</li> <li>● IV fluid regulated by battery-operated infusion pump</li> <li>● Oxygen supplement which enough for the whole operation plus 30 minutes</li> <li>● NIBP monitoring, Pulse oximeter</li> <li>● Cardiac monitor / defibrillator</li> <li>● Equipment for emergency airway management with</li> </ul>	<ul style="list-style-type: none"> <li>● Periodic measurement of vital signs</li> </ul>	<ul style="list-style-type: none"> <li>● Communication: Physician to physician</li> <li>Nurse to nurse</li> <li>● Written documents</li> <li>● Confirmation of               <ol style="list-style-type: none"> <li>1. Departure time</li> <li>2. Estimated Time of Arrival</li> <li>3. Procedure / equipment support needed</li> <li>4. Readiness for immediate procedure or testing</li> </ol> </li> </ul>



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Level of care	Definition	Team members	Equipment	Monitoring	Communication
			alternative airway device <ul style="list-style-type: none"> <li>● Respirator (if required)</li> <li>● Essential CPR medications</li> <li>● IV fluid regulated by battery-operated infusion pump</li> </ul>		<ul style="list-style-type: none"> <li>● Communication: Nurse to nurse</li> <li>● Written documents</li> </ul>



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## 6. Reference and related documents

- 6.1 BES policies (<http://10.88.10.93/bes-live/firmlogin.aspx>)
- 6.2 Consent for medical transport (F/M-03-ER-002 Rev.1 (15 Mar 2013))
- 6.3 Medical transport request form (F/M-02.1-BES-001 Rev.5 (15 Mar 2013))
- 6.4 Pre-transportation assessment form (F/M-02.1-BES-003 Rev.2 (08 Sep 2013))
- 6.5 En-route assessment form (F/M-02.1-BES-002 Rev.0 (02 Jan 2013))
- 6.6 Medical transport discharge form (F/M-02.1-BES-004 Rev.0 (02 Jan 2013))
- 6.7 BES manuals (<http://10.88.10.93/bes-live/firmlogin.aspx>)

## 7. Appendix

- 7.1 Job description for transportation physician
- 7.2 Job description for transportation nurse
- 7.3 Job description for EMT/driver



## JOB DESCRIPTION

Based at	
<input type="checkbox"/> Dispatch Center	<input type="checkbox"/> Aviation
<input type="checkbox"/> Hospital (please specify) .....	

Document	Last Updated		Produced/Edited by
Number	Version	(DD/MM/YYYY)	
	1	-	Land Medical Director

1. Position details			
Working Title	Emergency Medical Technician (EMT)	Unit	
Name		Department	Land Medical Transport Dept
Employee Identification Number		Division	-----
Working Title of Commander	Transportation nurse	Group	BES
Working Title of Subsidiary	-	Status	<input type="checkbox"/> Full time <input type="checkbox"/> Part time

2. Objective of Position
Response to emergency call, provide efficient and immediate care to the critically ill and injured under supervision of Transport physician and Transport nurse and to transport the patient to an appropriate destination.

3. Key Responsibilities and Accountabilities
<i>General responsibilities</i>
1. Response for case activation by limitation of time.
2. Expected to complete transport missions initiated within the shift, understanding that completion of these missions might require working beyond normal work hours.



3. Work cooperatively and supportively with other medical staff members to provide the most efficient emergency medical care to the patient.
4. Maintain an effective working relationship with the medical staff, administration and other departments.
5. Exhibiting positive relations with coworkers and promoting professional representation of the company to external customers.
6. Provide emergency care from the initial contact until patient care is relinquished to the accepting medical facility.

### 3. Key Responsibilities and Accountabilities (Continue)

#### *General responsibilities (Continue)*

7. Knowledgeable in operation and routine maintenance of all equipment and supplies.
8. Responsible for reporting medical equipment failure and taking initial steps to insure repair for equipment as directed.
9. Responsible for preparing of all necessary medical equipment and supplies to be ready-to-use.
10. Respect the confidentiality of all medical information.
11. Ensure the ethical and legal practice of medical care.
12. Do not participate in risk-taking behavior while on transports.
13. Understand and follow department guidelines, policies, and procedures.
14. Attend general staff meetings and educational programs as per the medical departments programs.
15. Maintain competency in knowledge and psychomotor skills by participating in ongoing laboratory and clinical experiences.
16. Continue education for emergency medical knowledge and emergency medical services system.
17. Act as a preceptor and/or participates in orientation of new employees and students as assigned.
18. Report 'occurrences' or untoward incidents as per professional standards and service policy.
19. Participate in departmental quality improvement activities and PEER evaluation as assigned.
20. Conduct ambulance safety briefings as needed.
21. Determines that ambulance is in proper mechanical and efficient operating condition by checking items required by service management. Maintains familiarity with specialized equipment used by the service
22. Ensures that the ambulance is clean and washed and kept in a neat orderly condition

#### *Pre-transport responsibilities*

1. Pre-transport short briefing with other members of the medical team.
2. Pre-transport checking of medical equipment and supplies when necessary and requests additional supplies as needed specific to patient's condition and needs.



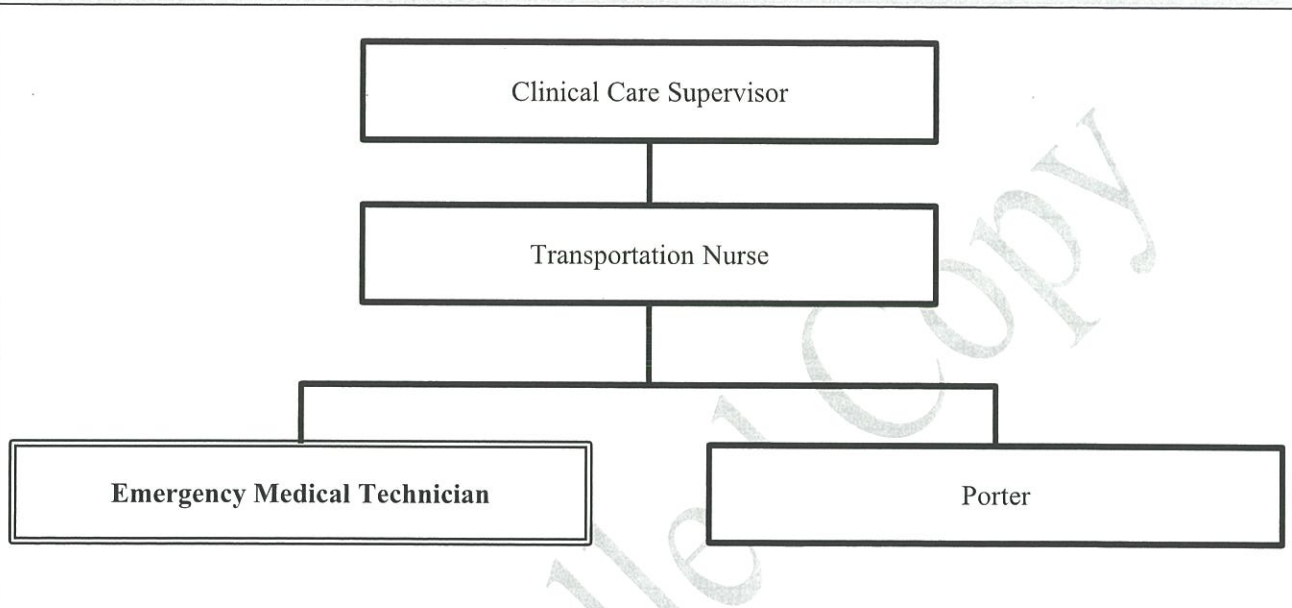
3. Participate in pre- transport processes and documents preparing.
4. Loading and securing equipment in the ambulance.
5. Assist in checking the patient and relatives' belonging to assure that no illegal or prohibit things inside.
<i>Transport responsibilities</i>
1. Park ambulance in safe location and scene size-up especially for scene safety and additional resource needed.
2. In the absence of law enforcement, the EMT-B creates a safe traffic environment, such as the placement of road flares, removal of debris and redirection of traffic for the protection of the injured and those assisting in the care of injured patients.
3. Assist in assess the patient, renders emergency medical and or trauma care to adults, children and infants based on assessment findings and under supervision of Transport physician and Transport nurse.

3. Key Responsibilities and Accountabilities (Continue)
<i>Transport responsibilities (Continue)</i>
4. When a patient must be extricated from entrapment, the EMT-B assesses the extent of injury and gives all possible emergency care and protection to the entrapped patient and uses the prescribed techniques and appliances for safely removing the patient.
5. Assists in lifting, place and secure the patient and stretcher in the ambulance, carrying the patient out of the ambulance and into the receiving medical facility.
6. Reports verbally and in writing about clinical observation and emergency medical care of the patient at the emergency scene and in transit to dispatch center and the receiving medical facility staff for purposes of records and diagnostics.
7. Work in cross-cultural environments and consequently adapt skills, knowledge and attitudes to local customs and traditions.
8. Clinical practice with universal precautions and use appropriate personal protective equipment.
9. Assist in obtaining appropriate documentation from the patient and relatives, i.e., identification document of the patient and/or documentation of medical events and intervention.
10. Maintain a safe physical environment for all.
11. Maintain constant communication with medical team, and dispatch center.
12. Maintain professional attitude throughout transport. Treats other medical Transport team and medical team of the receiving facility with respect.
<i>Post-transport responsibilities</i>
1. Complete medical record and all involving forms.
2. Complete debriefing of the mission.



3. Restock and replace used linens, blankets and other supplies, cleans all equipment following appropriate disinfecting procedures, make careful check of all equipment so that the ambulance is ready for the next run.
4. Decontaminate the interior of the vehicle after transport of patient with contagious infection or hazardous materials exposure.

#### 4. Position Relationship



#### 5. Competency

##### Business Core Competency

B Best

M Moral

C Caring

C Collaboration

##### Functional Competency

1. Emergency Medicine Knowledge

2. Good decision making and problem solving skill

3. Good written and verbal communication skill

4. Ability to operate a personal computer and related software applications

5. Ability to work in a dynamic, highly-stressful environment that involves exposure to highly-sensitive personal medical issues

6. Be always well presented, friendly, courteous and obliging.

#### 6. Minimum Qualifications



Education	1. High school diploma
	2. Certificate in EMT-B
	3. Driver license
Experience	1. Three year experience in driver

7. Training Courses on Essential Operations	
7.1 Mandatory training	
a. Just Culture	
b. Quality management	
c. Safety and risk management	
d. Infection control	
e. Stress recognition and management	
f. Sleep, Circadian rhythms and recognizing signs of fatigue	
7.2 Specific training	
a. Basic Life Support (BLS)	
b. PHTLS, ITLS or equivalent	
c. EVOC course	
d. Navigation techniques/terminology, map skills.	
e. EMS radio communications.	
f. Emergency care course – basic level	
g. Pre-hospital care course – Basic level	
h. Customer service/public relations/phone etiquette	
i. General safety rules/regulations and emergency procedures pertinent of medical transportation and ground transport following procedures	
j. Patient care capability and limitations during transport	
k. Mass gathering medical care	
l. Disaster preparedness and response	
m. Survival training	
n. Hazardous materials response and recognition	
o. Scene management/rescue/extrication	
7.3 Continue education	
a. Basic Life Support (BLS)	
b. Stress recognition and management	
c. Sleep, Circadian rhythms and recognizing signs of fatigue	
d. Emergency care course - basic level	
e. Pre-hospital care course - basic level	



f. PHTLS, ITLS or equivalent
g. Survival training
h. Infection control

7. Training Courses on Essential Operations (Continue)
7.3 Continue education (Continue)
i. Ground transport operation - vehicle safety issues, operations, rules/regulations
j. Hazardous materials recognition and response
k. Education specific to transport environment
l. Scene management/rescue/extrication
7.4 Extra training
a. Etc.

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## JOB DESCRIPTION

Based at	
<input type="checkbox"/> Dispatch Center	<input type="checkbox"/> Aviation
<input type="checkbox"/> Hospital (please specify) .....	

Document	Last Updated		Produced/Edited by
Number	Version	(DD/MM/YYYY)	
	1	---	Land Medical Director

1. Position details			
Working Title	Transportation nurse	Unit	
Name		Department	Land Medical Transport Dept
Employee Identification Number		Division	
Working Title of Commander	Clinical care supervisor	Group	BES
Working Title of Subsidiary	EMT, Porter	Status	<input type="checkbox"/> Full time <input type="checkbox"/> Part time

2. Objective of Position
To provide high quality nursing care including assessment, triage and treatment from scene until arriving to an appropriate destination.

3. Key Responsibilities and Accountabilities
<i>General responsibilities</i>
1. Demonstrate the core competencies that are required for all registered nurses.
2. Response for case activation by limitation of time.
3. Provide nursing care for patients across the lifespan as assigned in clinical area and across a diverse range of health specialties.



4. Expected to complete transport missions initiated within the shift, understanding that completion of these missions might require working beyond normal work hours.
5. Work cooperatively and supportively with other medical staff members to provide the most efficient emergency medical care to the patient.
6. Maintain an effective working relationship with the medical staff, administration and other departments.
7. Exhibiting positive relations with coworkers and promoting professional representation of the company to external customers.

### 3. Key Responsibilities and Accountabilities (Continue)

#### *General responsibilities (Continue)*

8. Provide nursing care from the initial contact until patient care is relinquished to the accepting medical facility.
9. Knowledgeable in operation and routine maintenance of all equipment and supplies used by BES ground ambulance.
10. Responsible for reporting medical equipment failure and taking initial steps to insure repair for equipment as directed.
11. Responsible for preparing of all necessary medical equipment and supplies to be ready-to-use.
12. Respect the confidentiality of all medical information.
13. Ensure the ethical and legal practice of medical care.
14. Do not participate in risk-taking behavior while on transports.
15. Understand and follow department guidelines, policies, and procedures.
16. Maintain awareness of current issues related to nursing care through participation in professional activities.
17. Attend general staff meetings and educational programs as per the medical departments programs.
18. Maintain competency in knowledge and psychomotor skills by participating in ongoing laboratory and clinical experiences.
19. Continue education for emergency medical knowledge and emergency medical services system.
20. Act as a preceptor and/or participates in orientation of new employees and students as assigned.
21. Report 'occurrences' or untoward incidents as per professional standards and service policy.
22. Participate in departmental quality improvement activities and PEER evaluation as assigned.
20. Conduct ambulance safety briefings as needed.

#### *Pre-transport responsibilities*

1. Pre-transport short briefing with other members of the medical team.
2. Pre-transport checking of medical equipment and supplies when necessary and requests additional supplies as needed specific to patient's condition and needs.



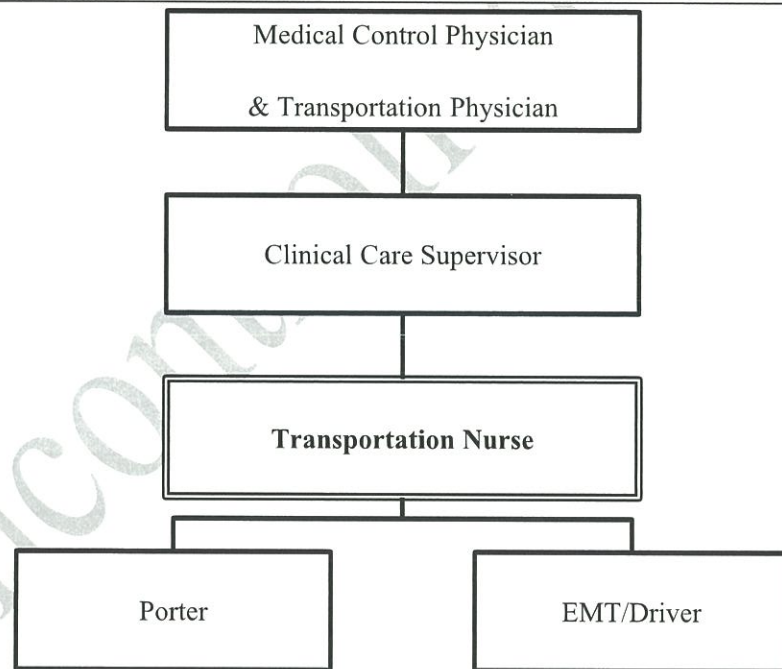
3. Participate in pre- transport processes and documents preparing.
4. Participate in loading and securing equipment in the ambulance.
5. In case of practice independently in basic ambulance, obtain clinical data from ground medical director or medical control physician or dispatch center. Call for update clinical with medical control physician or dispatch center or witness of the patient when appropriate.
6. In case advance ground ambulance, obtain clinical data from dispatch center and discuss with transportation physician. Helps transportation physician asking more clinical data as requested.
7. On ambulance before arriving scene, prepare medical equipment and supplies to be use at once.
8. Checking the patient and relatives' belonging to assure that no illegal or prohibit things inside.

3. Key Responsibilities and Accountabilities (Continue)
<i>Transport responsibilities (Continue)</i>
1. Scene size-up especially for scene safety and additional resource needed.
2. Demonstrate a comprehensive knowledge of emergency nursing care and integrate this knowledge with clinical management. Demonstrates a high level of assessment skills and triages appropriately.
3. Quickly assess the patient for vital signs and life threatening condition at scene. Report the patient's condition to transportation physician in advance ambulance mission or report to medical control physician in basic ambulance mission.
4. Immediate resuscitation and stabilize the patient as needed. Make a clinical decision under supervision of Transport physician or Shift Ground medical director.
5. Assess the nature and extent of illness or injury, holistic approach to patient needs to establish and prioritize the care needed for safe transport of the emergency patient to the appropriate facility.
6. Begin treating and continuing of high quality patient care from scene, while on transport until escort the patient to appropriate destination.
7. Working with Ground physician, make a decision under supervision of Ground physician.
8. Working in basic ambulance, report to and make a decision under supervision of shift Ground medical director.
9. Work in cross-cultural environments and consequently adapt skills, knowledge and attitudes to local customs and traditions.
10. Clinical practice with universal precautions and use appropriate personal protective equipment.
11. Assist the other medical members in obtaining appropriate documentation from the patient and relatives, i.e., identification document of the patient and/or documentation of medical events and intervention.
12. Assist the other medical members for safety transport from scene to ambulance, while on transport, and from the ambulance to the receiving destination.



13. Maintain a safe physical environment for all.
14. Maintain constant communication with medical team, dispatch center and Shift Ground medical director
15. Maintain professional attitude throughout transport. Treats other EMS team and medical team of the receiving facility with respect.
16. Keep patients informed about his or her conditions and treatment and also update a patient's family on a patient's diagnosis and prognosis.
17. Provide medical information for the receiving medical team.
18. Capable of assist in transportation of special needed care patients
<i>Post-transport responsibilities</i>
1. Complete medical record and all involving forms.
2. Assist other medical members in cleaning, refill and storing medical equipment.
3. Complete debriefing of the mission.

#### 4. Position Relationship



#### 5. Competency

##### Business Core Competency

B Best

M Moral



C Caring
C Collaboration
Functional Competency
1. Strong Emergency Medicine Knowledge
2. Good decision making and problem solving skill under pressure
3. Strong written and verbal communication skill
4. Commitment to high professional ethical standards
5. Ability to operate a personal computer and related software applications
6. Ability to work in a dynamic, highly-stressful environment that involves exposure to highly-sensitive personal medical issues
7. Be always well presented, friendly, courteous and obliging.

6. Minimum Qualifications	
Education	1. Current license to practice Registered Nurse in Thailand.
	2. Currently certified in Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), International Trauma Life Support (ITLS) or Pre-hospital Trauma Life Support (PHTLS).
	3. Certificate in EMS nurse
Experience	1. One year experience in emergency and trauma care.

7. Training Courses on Essential Operations
7.1 Mandatory training
a. Just Culture
b. Quality management
c. Safety and risk management
d. Infection control
e. Stress recognition and management
f. Sleep, Circadian rhythms and recognizing signs of fatigue
7.2 Specific training
a. Basic Life Support (BLS)
b. Advanced Cardiac Life Support (ACLS)



c. International Trauma Life Support (ITLS) or Pre-Hospital Trauma Life Support (PHTLS)
d. Pediatric Advanced Life Support (PALS)
e. Neonatal Resuscitation Program (NRP)
f. EMS nurse course
g. Emergency medical services
h. Human Factors – Crew Resource Management – AMRM (Air Medical Resource Management)
i. Patient care capability and limitations
j. Hazardous materials recognition and response
k. Mass gathering medical care
l. Disaster preparedness and response
m. Compliance issue and regulations

7. Training Courses on Essential Operations (Continue)
7.2 Specific training (Continue)
n. Ground ambulance rules/regulations/driver safety course
o. State EMS rules and regulations regarding ground transport
p. Appropriate utilization of medical/ground inter-facility services
q. Survival training
r. Emergency care
s. Pre-hospital care
t. EMS radio communications
u. Scene management/rescue/extrication
7.3 Continue education
a. Basic Life Support (BLS)
b. Advanced Cardiac Life Support (ACLS)
c. International Trauma Life Support (ITLS) or Pre-Hospital Trauma Life Support (PHTLS)
d. Pediatric Advanced Life Support (PALS)
e. Neonatal Resuscitation Program (NRP)
f. Invasive procedure lab Invasive procedure lab and skill maintenance
g. Labor and delivery
h. Emergency and critical care course
i. EMS and aeromedical transportation
j. State EMS rules and regulations regarding ground transport



k. Pre-hospital Care
l. Hazardous materials recognition and response
m. Stress recognition and management
n. Survival training
o. Ground ambulance rules/regulations
p. Infection control
q. Safety and risk management
7.4 Extra training
a. Advanced Disaster Life Support (ADLS)
b. Advanced Hazmat Life Support (AHLS)
c. Administration course
d. Etc.

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## JOB DESCRIPTION

Based at	
<input type="checkbox"/> Dispatch Center	<input type="checkbox"/> Aviation
<input type="checkbox"/> Hospital (please specify) .....	

Document Number	Last Updated		Produced/Edited by
	Version	(DD/MM/YYYY)	
	1	-	Land Medical Director

1. Position details			
Working Title	Emergency Medical Technician (EMT)	Unit	
Name		Department	Land Medical Transport Dept
Employee Identification Number		Division	-----
Working Title of Commander	Transportation nurse	Group	BES
Working Title of Subsidiary	-	Status	<input type="checkbox"/> Full time <input type="checkbox"/> Part time

2. Objective of Position
Response to emergency call, provide efficient and immediate care to the critically ill and injured under supervision of Transport physician and Transport nurse and to transport the patient to an appropriate destination.

3. Key Responsibilities and Accountabilities
<i>General responsibilities</i>
1. Response for case activation by limitation of time.
2. Expected to complete transport missions initiated within the shift, understanding that completion of these missions might require working beyond normal work hours.
3. Work cooperatively and supportively with other medical staff members to provide the most efficient emergency medical care to the patient.
4. Maintain an effective working relationship with the medical staff, administration and other departments.



5. Exhibiting positive relations with coworkers and promoting professional representation of the company to external customers.

6. Provide emergency care from the initial contact until patient care is relinquished to the accepting medical facility.

### 3. Key Responsibilities and Accountabilities (Continue)

#### *General responsibilities (Continue)*

7. Knowledgeable in operation and routine maintenance of all equipment and supplies.

8. Responsible for reporting medical equipment failure and taking initial steps to insure repair for equipment as directed.

9. Responsible for preparing of all necessary medical equipment and supplies to be ready-to-use.

10. Respect the confidentiality of all medical information.

11. Ensure the ethical and legal practice of medical care.

12. Do not participate in risk-taking behavior while on transports.

13. Understand and follow department guidelines, policies, and procedures.

14. Attend general staff meetings and educational programs as per the medical departments programs.

15. Maintain competency in knowledge and psychomotor skills by participating in ongoing laboratory and clinical experiences.

16. Continue education for emergency medical knowledge and emergency medical services system.

17. Act as a preceptor and/or participates in orientation of new employees and students as assigned.

18. Report 'occurrences' or untoward incidents as per professional standards and service policy.

19. Participate in departmental quality improvement activities and PEER evaluation as assigned.

20. Conduct ambulance safety briefings as needed.

21. Determines that ambulance is in proper mechanical and efficient operating condition by checking items required by service management. Maintains familiarity with specialized equipment used by the service

22. Ensures that the ambulance is clean and washed and kept in a neat orderly condition

#### *Pre-transport responsibilities*

1. Pre-transport short briefing with other members of the medical team.

2. Pre-transport checking of medical equipment and supplies when necessary and requests additional supplies as needed specific to patient's condition and needs.

3. Participate in pre- transport processes and documents preparing.

4. Loading and securing equipment in the ambulance.

5. Assist in checking the patient and relatives' belonging to assure that no illegal or prohibit things inside.

#### *Transport responsibilities*

1. Park ambulance in safe location and scene size-up especially for scene safety and additional resource needed.



2. In the absence of law enforcement, the EMT-B creates a safe traffic environment, such as the placement of road flares, removal of debris and redirection of traffic for the protection of the injured and those assisting in the care of injured patients.
3. Assist in assess the patient, renders emergency medical and or trauma care to adults, children and infants based on assessment findings and under supervision of Transport physician and Transport nurse.

### 3. Key Responsibilities and Accountabilities (Continue)

#### *Transport responsibilities (Continue)*

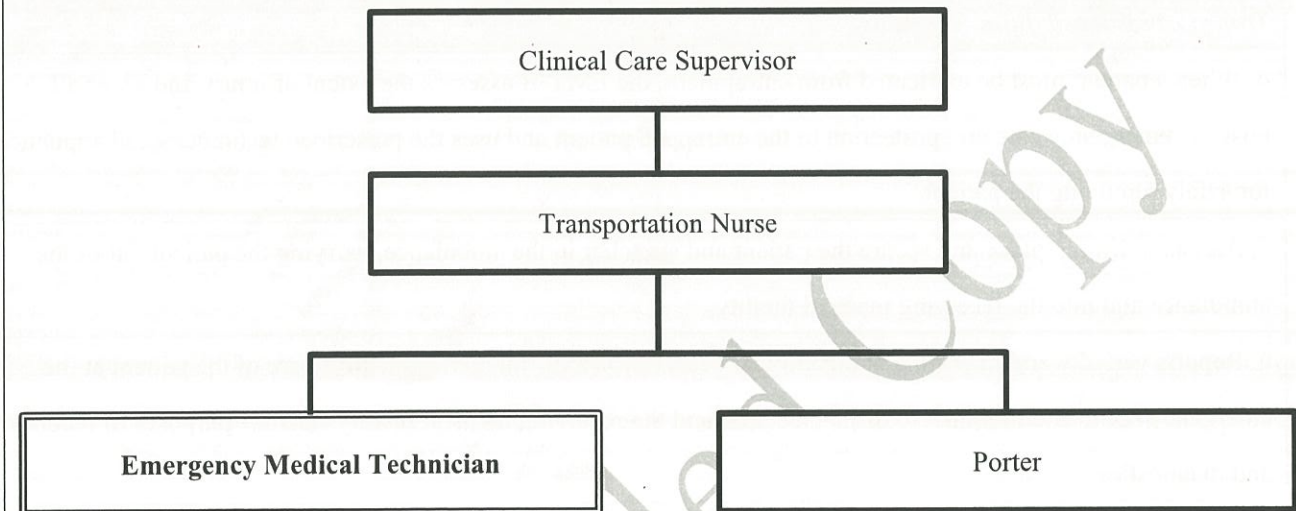
4. When a patient must be extricated from entrapment, the EMT-B assesses the extent of injury and gives all possible emergency care and protection to the entrapped patient and uses the prescribed techniques and appliances for safely removing the patient.
5. Assists in lifting, place and secure the patient and stretcher in the ambulance, carrying the patient out of the ambulance and into the receiving medical facility.
6. Reports verbally and in writing about clinical observation and emergency medical care of the patient at the emergency scene and in transit to dispatch center and the receiving medical facility staff for purposes of records and diagnostics.
7. Work in cross-cultural environments and consequently adapt skills, knowledge and attitudes to local customs and traditions.
8. Clinical practice with universal precautions and use appropriate personal protective equipment.
9. Assist in obtaining appropriate documentation from the patient and relatives, i.e., identification document of the patient and/or documentation of medical events and intervention.
10. Maintain a safe physical environment for all.
11. Maintain constant communication with medical team, and dispatch center.
12. Maintain professional attitude throughout transport. Treats other medical Transport team and medical team of the receiving facility with respect.

#### *Post-transport responsibilities*

1. Complete medical record and all involving forms.
2. Complete debriefing of the mission.
3. Restock and replace used linens, blankets and other supplies, cleans all equipment following appropriate disinfecting procedures, make careful check of all equipment so that the ambulance is ready for the next run.
4. Decontaminate the interior of the vehicle after transport of patient with contagious infection or hazardous materials exposure.



#### 4. Position Relationship



#### 5. Competency

##### Business Core Competency

B Best

M Moral

C Caring

C Collaboration

##### Functional Competency

1. Emergency Medicine Knowledge

2. Good decision making and problem solving skill

3. Good written and verbal communication skill

4. Ability to operate a personal computer and related software applications

5. Ability to work in a dynamic, highly-stressful environment that involves exposure to highly-sensitive personal medical issues

6. Be always well presented, friendly, courteous and obliging.



6. Minimum Qualifications	
Education	1. High school diploma
	2. Certificate in EMT-B
	3. Driver license
Experience	1. Three year experience in driver

7. Training Courses on Essential Operations
7.1 Mandatory training
a. Just Culture
b. Quality management
c. Safety and risk management
d. Infection control
e. Stress recognition and management
f. Sleep, Circadian rhythms and recognizing signs of fatigue
7.2 Specific training
a. Basic Life Support (BLS)
b. PHTLS, ITLS or equivalent
c. EVOC course
d. Navigation techniques/terminology, map skills.
e. EMS radio communications.
f. Emergency care course – basic level
g. Pre-hospital care course – Basic level
h. Customer service/public relations/phone etiquette
i. General safety rules/regulations and emergency procedures pertinent of medical transportation and ground transport following procedures
j. Patient care capability and limitations during transport
k. Mass gathering medical care
l. Disaster preparedness and response
m. Survival training
n. Hazardous materials response and recognition
o. Scene management/rescue/extrication
7.3 Continue education
a. Basic Life Support (BLS)
b. Stress recognition and management
c. Sleep, Circadian rhythms and recognizing signs of fatigue



d. Emergency care course - basic level
e. Pre-hospital care course - basic level
f. PHTLS, ITLS or equivalent
g. Survival training
h. Infection control

<b>7. Training Courses on Essential Operations (Continue)</b>
<b>7.3 Continue education (Continue)</b>
i. Ground transport operation - vehicle safety issues, operations, rules/regulations
j. Hazardous materials recognition and response
k. Education specific to transport environment
l. Scene management/rescue/extrication
<b>7.4 Extra training</b>
a. Etc.

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