



Standard Operating Policy and Procedure Guide

Department Communications	Type Communications	Effective 8/15/11	Revision 8/15/2014 / 5/18/20
Number 2.14.3	Topic Notification of Occurrence	Approvals (A/L) DM/WR	Reviewed 8/20/2014

OVERVIEW

It is pertinent that the Amerimed Management Staff be aware of all major incidents that occur during daily operations. Communications personnel will notify part of or all managers of all major incidents or unusual occurrences, depending on the type of incident. During this time, the management staff will be utilized to assist in coordinating resources and dealing with the incident. See [2.1.1 Accidents Involving Amerimed Units](#).

SECTION A

Below is a chart to follow for which members of management to notify for what type of incident.

INCIDENT TYPE

MANAGEMENT TO BE NOTIFIED

Accident involving ANY Amerimed Unit

- 1st – On-duty Supervisor
- 2nd – Division Manager
- 3rd - Operations Manager
- 4th – Support Services Manager
- 5th - OCE

Customer Service / Medical Complaint

- 1st – On-duty Supervisor
- 2nd – Customer Success Champion
- 3rd – Division Manager
- 4th - Operations Manager

Employee injured while on duty

- 1st – On-duty Supervisor
- 2nd – Division Manager

3rd - Operations Manager
4th – Associate Resources & Compliance Manager

Employee SIGNIFICANTLY injured while on duty

1st – On-duty Supervisor
2nd – Division Manager
3rd - Operations Manager
4th – Associate Resources & Compliance Manager
5th - OCE

Equipment Failure – Communications

1st – Communications Supervisor
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3rd - Support Services Manager
4th - OCE Equipment Failure – Field Operations

1st – On-duty Supervisor
2nd – Division Manager

2nd - Operations Manager