

Standard Operating Policy and Procedure Guide

Department Operations	Type Operations	Effective 8/15/11
Number 3.4.1	Topic Daily Operations Routine	Approvals (A/L) DM/WR

OVERVIEW

As associates report to work they will be given their crew member assignment for that shift and both associates are expected to complete a list of necessary tasks. The first, and most important of these is to clock in, then check your truck off and finally check in with Customer Service/Communications Center and advise your crew is on-duty and unit is in service.

Note: Field personnel must keep phones in “silent” or “vibrate” mode while on duty. See [1.3.2 Compensation, Section B](#)

SECTION A

Beginning of Shift:

Follow Radio Sign-on Procedure within fifteen (15) minutes of scheduled beginning of shift, advising information as follows:

- Unit Number
- Mileage
- Associate’s Last Names
- Shift Hours
- Equipment Numbers
- Fuel card number
- ALS or BLS
- “In Service”

Shift Commander(s) should be notified if unit is more than fifteen (15) minutes past in service check-in.

SECTION B

Daily Unit Checklist:

Complete for each physical truck being used during shift upon arrival. Be sure to check fluids and list any physical damage or maintenance issues. Comply with individual state guidelines for vehicle check off frequency.

Wash/Clean Truck: Wash unit with soap and water, remove excess road debris and bugs, sweep (mop as needed) patient compartment, clean cab. Wash all windows and use tire shine on tires. Tire shine should not be used inside bay area(s) or “slick paved” areas. Shift Commander determine will determine if vehicles must be washed during inclement weather. This is to be done during shift, leaving the unit clean for the next crew.

Clean Station: Remove food, trash, and other personal items from crew common area. Wash dishes as you use them. Shift crews should remove trash at the end of the night and as well as others doing so as needed during the day.

SECTION C

During Shift, Prior to End of Shift:

Complete Daily Run Log: Log each request with Case #, Location, Call Type, Time of Dispatch, and Destination.

Complete Assignments (i.e. Patient Transports, Standbys) as dispatched in an efficient, effective, and professional fashion.

Complete PCR and Transport Worksheets: Fully and accurately complete both forms for each call dispatched. Attach all appropriate forms and information; turn in to designated area and synchronize/upload data from tablets/computers.

All supplemental and supportive documentation associated with each transport should be organized, bundled and deposited into the appropriate lockboxes prior to end of shift.

Log Equipment: Report equipment left and retrieved at/from facilities to the Customer Service/Communications Center.

Return Hospital Equipment: All equipment from facilities (i.e. IV Pumps, Monitors, Ventilators, etc.) should be returned to the originating facility. If facility is outside primary response area, arrangements to return equipment should be made with supervisor PRIOR to leaving work. Equipment should be marked as to what facility should be expecting its return. Drop off dirty linen at facilities, do not bring back to the station.

Document Equipment and/or Supplies: List supplies and equipment used during shift. Leave completed form in designated area. Supervisor or Logistics Associate will provide replacement supplies/equipment. Replace bins. Make sure truck is fully restocked and is ready to run a call, should it be needed for another crew before you return (end the shift right).

Return Drug Box to secure room. Drug boxes are never to be left unsealed. Place paperwork for medication use in the box and seal with the appropriate seal. Never leave drug boxes on units at the end of shift when unit is not immediately returning to service. Drug boxes are always to be kept under two locks and keys unless being actively used. See [3.4.4 Drug Boxes](#).

Remove Personal Items, Empty Trash, Empty Biohazard materials into appropriate waste receptacle. Check out with Customer Service/Communications Center: Advise unit is out of service.

Refuel Truck: As necessary, to comply with policy. No less than a full tank prior to leaving after end of shift.

Clock Out. See [1.3.2 Compensation, Section B](#).