

Lehigh University Emergency Medical Services Standard Operating Procedures

Revised April 12, 2011

Version 2011-01

The Lehigh University Emergency Medical Services (LUEMS) exists to provide emergency medical care, without cost, to the students, faculty, staff, and community, which comprise the Lehigh University family.

Any reference to “he”, “his”, or the male gender will otherwise within the LUEMS Standard Operating Procedures (SOPs) refer to a member of either gender.

Any reference to “Observer” will otherwise within the LUEMS Standard Operating Procedures (SOPs) refer to a member who does not hold a valid Emergency Medical Technician certification or license recognized by any legitimate authority within the United States.

Hours of Operation

During the academic year, LUEMS will be in service 24 hours a day, 7 days a week. It will also be in service during both of Lehigh University’s summer academic sessions. LUEMS may place itself “out-of-service” at the discretion of a Line Officer.

Shifts

LUEMS duty crews will be assigned to shifts in advance. Monthly schedules will be published at the discretion of the Lieutenant Administration. Requests for shifts should be submitted to the Lieutenant Administration on the LUEMS website (www.lehigh.edu/ems) or by e-mail on or before the date specified by the Lieutenant Administration.

Each week shall be divided into 14 separate shifts. Day shifts are suggested to be from 0800 to 2000, night shifts from 2000 to 0800. Specific shift change times should be discussed and agreed on in advance by all parties involved.

Once scheduled for a shift, it is the responsibility of the member to ensure that the shift is covered. In the event that a member cannot cover an assigned shift, it is his responsibility to find a replacement of equal or greater status, and notify a Line Officer.

Any member of LUEMS who does not show up or find coverage for his shift may face disciplinary action at the discretion of the Captain. Members shall notify a Line Officer at least one week in advance of any tests that may fall during their shift so that a replacement can be found for the duration of the test. A member of LUEMS may not be on call during a test or lab. If, during a shift, a personal emergency occurs, the Crew Chief or a Line Officer should be contacted.

All members of LUEMS shall be required to submit at least six (6) shifts per month and take all assigned on-call duty shifts each month in order to maintain active membership.

Each shift shall have a crew comprised of one Crew Chief, one EMT, and one Observer. A Probationary EMT may also be on a shift as a fourth crewmember, as determined by the Line Office. For definitions of Crew Chief, EMT, Observer, Probationary EMT, and Line Office, please refer to Sections 4.3 and 5.1.h. of the LUEMS Bylaws.

Coverage Area

LUEMS shall respond to all emergencies as dispatched by the Lehigh University Police Department (LUPD), on Lehigh University's three campuses: Asa Packer, Mountaintop and Goodman campus.

Dispatch Procedures

Each LUEMS member on call will have a Motorola HT1250LS Radio. Members are required to keep their radios on and set to the "Ready for Page" channel. Member are advised to keep the volume set to its lowest possible setting while in class; however, they should turn up the volume when they leave class to ensure they can hear the page. In the event of an emergency, LUPD will page all LUEMS radios simultaneously. The text "Call Received" will appear on the screen. On-call members should then respond in the following way:

The Crew Chief should change to the Lehigh Police channel and attempt to contact the dispatcher (referred to as "PD5") as follows.

1. "(Unit #) to PD5, [pause], go ahead with nature and location."
2. PD5 will respond with the needed information.
3. Member will then transmit, "Received, (Unit #) responding from (current location)."

Members should avoid having the dispatcher repeat call information. If you do not get an immediate response from the dispatcher, wait 30 seconds and try again.

After receiving a page, the EMT and Observer should change to the EMS OPS channel and wait for the Crew Chief to contact the dispatcher. After receiving the nature and location of the incident, the EMT should alert the Crew Chief that he is responding by saying, "(Unit #) responding." After the EMT calls in responding, the Observer should call in by saying, "Observer Responding."

If a responding member needs a ride to the scene, he should ask for it at the time he calls responding by saying: "(Unit #) responding, requesting pickup at (Current Location)."

LUEMS units should ask other LUEMS units on the air for missed information. Do not ask the dispatcher unless it is necessary.

The first unit on scene should notify the Crew Chief, "(Unit #) on scene." The Crew Chief should then relay, "EMS on scene," to PD5.

When the call is complete, the Crew Chief will notify PD5 as follows:

"(Unit #) to PD5"

PD5 will respond, "Go ahead (Unit #)"

Crew Chief will state, "LUEMS is clear and available." He should also ask for times and number for the call at this time.

The LUEMS Radios are expensive. Members are asked to be careful with them. Particular care should be given to the antennas, which can be broken or bent easily. Should a radio malfunction or fail to work, the member should contact a Line Officer. Members shall not attempt to repair or reprogram the radios or pagers.

Staff Definitions, Membership Status, and Unit Numbers

In accordance with the LUEMS constitution, there exist several different LUEMS officers, and

several different types of LUEMS members. They are:

- Captain: 8071
- Lieutenant Training: 8072
- Lieutenant Administration: 8073
- Advisory Officer: 8074
- On-call Crew Chiefs: 8075, 8076
- On-call EMTs: 8077, 8078
- On-call Observers: 8079

Definitions are available in sections four and five of the constitution. The Executive Office consists of the Captain, Advisory Officer, Lieutenants, Treasurer, Secretary, Equipment Manager, and New Member/Observer Coordinator. The Line Office consists of the Captain, the Lieutenants, and the Advisory Officer.

The Captain shall have the power to change the status of a member as necessary, in accordance with the constitution. On all calls, the Crew Chief shall have complete operational authority, and shall be responsible for directing the actions of other members responding to the emergency, unless a Line Officer is on scene. In such cases, he shall have operational authority.

Unit numbers will be assigned to the Line Officers. The unit numbers for Crew Chiefs, EMTs, and Observers will be based on the radio number that member is currently using.

First Response Vehicle

The LUEMS vehicle shall be assigned to an approved Crew Chief on duty. Each semester, the Captain will publish a list of those LUEMS members who are authorized to drive the vehicle. Emergency driving will require a review session on driving and operation of the vehicle with the Captain or a member selected by the Captain to perform those duties. Truck checks shall be completed at the beginning of each night shift. It is recommended to do a truck check during the day shift as well.

The LUEMS vehicle should be used for each and every emergency call if possible. It shall be the responsibility of the Crew Chief to respond in the EMS vehicle unless the EMT authorized to drive does not have any other means of transportation (e.g., a personal vehicle) and is an approved driver.

Line Officers shall have the authority to place the EMS vehicle (Unit 8041) "Out-of-Service" at their discretion (e.g., bad weather). The Captain shall maintain and publish a "Snow Crew" roster of volunteers who have been approved to respond during a declared snow emergency, and he may put a snow crew on duty at his discretion.

The Captain shall keep a spare key for 8041. The vehicle may only be used by authorized EMTs, and shall be operated in accordance with normal traffic rules. In no circumstances shall the driver of the EMS vehicle disobey traffic lights and/or signs.

When responding to the scene in the EMS vehicle, any emergency lights used should be turned off unless their continued use is warranted (e.g., rear flashers at an MVA scene). Emergency lights left on at the scene often attract unnecessary attention, and should only be used if absolutely necessary.

The EMS vehicle, Unit 8041, must stay in the vicinity of campus at all times when it is in service. Members are not permitted to take the vehicle outside of the set boundaries:

North: The Lehigh River
East: Eastern Edge of Goodman Campus
West: St. Luke's Hospital
South: Southern Edge of Goodman Campus or Route 378 Shopping Center

These service boundaries will be clarified during driver training.

Responding

Members should respond to the scene in a way that is appropriate with the nature of the call. Lights, and especially sirens (on Unit 8041), should only be used in a true emergency. Members are expected to obey all traffic regulations of Lehigh University, the City of Bethlehem, and the Commonwealth of Pennsylvania. All responses should be conducted in a safe and controlled manner. Speeding will not be tolerated. Members must obey all traffic signs and signals. Blue lights on personal vehicles should only be used on-campus, they are considered "courtesy" lights in Pennsylvania and as such do not give the user ANY emergency vehicle privileges. Other drivers are not required to pull over for vehicles with blue lights, and responders are advised to exercise due caution and courtesy when responding in personal vehicles.

If you are on foot, you may contact another member via radio to request a ride. The other member may or may not grant your request based on your location, his location, the number of other responders, and the nature of the call. **DO NOT CONTACT THE POLICE DEPARTMENT FOR A RIDE UNDER ANY CIRCUMSTANCES.**

Office

LUEMS maintains an office in the lower level of 203 East Packer Avenue, at the LUPD Webster Street Substation. Members should not touch equipment or paperwork belonging to LUPD. Each Line Officer will be issued a key, which shall only be used for official EMS business. Only LUEMS members are permitted in the Webster Street Base Station. Only persons authorized by the executive board may enter the holding cell. Make sure that the lights are off, and that both doors are locked when you leave.

Parking

ON-DUTY members may take advantage of the permits provided to LUEMS by parking services. These tags may not be abused, and should not be used by members who are not on call. To exercise the privileges granted by the LUEMS parking permit, members must have a valid student permit. Commuter permits may be used as a substitute for a standard campus permit. Members should park only in the designated locations, and should always make sure that LUEMS vehicles are not hindering the flow of traffic. In the event that you receive a parking ticket with an LUEMS permit, you must contact the Captain immediately.

Recommended LUEMS Parking for 8041 only:

1. Zoellner Parking Garage adjacent to the elevator on the ground floor to the left of the gates. Be sure to allow room for vehicles to enter and exit the adjacent handicapped parking spaces.
2. In the driveway off of University Drive, next to Packer Chapel and the Philosophy building. Do not block other vehicles. You may only drive on the Memorial Walk between Packer Ave. and the Chapel to access this driveway.
3. Between Lewis Lab and the Taylor Street retaining wall. Do not block the loading dock.
4. Next to Chandler-Ullman at the far end from the parking lot entrance.

5. All parking meters on campus may be used by 8041 for any duration without payment. This is an extraordinary privilege that should not be abused.
6. Any valid parking space regulated by the City of Bethlehem. Restrictions: Handicapped and no parking signs must be obeyed, as well as short-term meter restrictions.
7. In addition to the above listed spaces, 8041 may be parked in any faculty/staff or student lot as long as it is not parked in a space reserved for a particular individual or group of individuals (Handicapped, Medical Permit, Maintenance, Head Gryphon, etc.)

Parking for personal vehicles:

1. Personal vehicles displaying an EMS permit may use any meter on campus, as long as the meter is paid and time restrictions are obeyed.
2. In addition to meters, personal vehicles displaying valid permits may be parked in any faculty/staff or student lot as long as it is not parked in a space reserved for a particular individual or group of individuals (Handicapped, Medical Permit, Maintenance, Head Gryphon, etc.)

ON A CALL, members should park their vehicle at or near the scene. Members should not block roadways, and should make sure that their vehicles will not prevent other emergency vehicles from accessing the scene. Only leave emergency lights on if they are necessary to LUEMS and/or other drivers.

Equipment

Each EMT member will be provided for each shift with a Radio, Universal Access Card, Parking Permit, and First Aid Bag. The Crew Chief will be provided with a Jump Kit including oxygen. LUEMS equipment is to be used for emergency calls and LUEMS business only. It is especially important that the Universal Access Cards only be used on LUEMS calls. When receiving a kit from a previous shift, members are expected to check the condition of it. The Equipment Manager should be notified immediately if any equipment is lost, missing, damaged, or needs replacement or refilling.

Each LUPD patrol car is also equipped with a BLS emergency kit. In the event that LUEMS does not have any equipment on scene, you may ask the officer on scene to give you access to the police equipment. The police department will also have defibrillators in all of the patrol cars.

The Line Officers will, upon request, replace supplies used by members out of their own kits for LUEMS calls.

Patient Care

In all cases, individual members shall always act in accordance with the guidelines set forth by their certifying authority. No member of LUEMS will attempt to perform patient care beyond his/her scope of practice.

LUEMS members, who are not on-duty, but happen to be on-scene, may participate in patient care until the members on duty arrive. Once the Crew Chief has arrived, the off-duty member will transfer care and leave the scene unless his continued assistance is requested. No off-duty LUEMS member, with the exception of a Line Officer shall approach an emergency scene after the duty crew arrives without being requested to do so.

Ambulance Transport

Upon LUEMS dispatch or arrival on scene, the Crew Chief will determine if City of Bethlehem EMS or some other EMS transport unit has been dispatched. The Crew Chief, in consultation with the patient and the LUPD Officer on scene, will make a decision regarding the method of transport. ALS must be dispatched for all ALS calls. The Crew Chief should ensure that if ALS is needed, that an ALS unit is in fact responding. (Some mutual aid units are not ALS.)

When the Ambulance arrives on scene, LUEMS should make every effort possible to ensure a smooth transfer of care. LUEMS members may do this by packaging the patient for transport prior to Ambulance arrival, by documenting as much information as possible on the call sheet, and by giving a verbal report to the EMTs arriving with the Ambulance.

The responding Ambulance may be cancelled by LUEMS in certain situations. This can occur if the patient is going to be transported by LUPD, going to be transported by a lay person, refusing medical attention, or has had his injuries fully treated. However, if any doubt exists as to whether the Ambulance should examine a patient, the responding unit will not be cancelled. Ultimate authority for the cancellation of an Ambulance rests in the senior most LUEMS member on scene, unless a Line Officer is present.

Observers

The LUEMS Observer program exists to allow those interested in emergency medical services and the medical field to gain firsthand experience. However, it is important to note that Observers are not certified to provide patient care and should not interfere with care being provided by EMTs. It is for this reason that the Crew Chief or Line Officer on scene shall have complete authority over what tasks an Observer performs on a call.

In general, Observers will be asked to assist EMTs in recording data on call sheets, obtaining equipment, and moving patients. Observers should not interview the patient, provide treatment, or perform any task that they feel uncomfortable with or are not trained to perform.

It is also important to note that members of the campus community cannot distinguish between trained EMTs and Observers. For this reason (and to ensure Observer safety) the Observer should not enter the scene of any emergency if an EMT is not already present. Prior to the arrival of the EMT or Crew Chief, the Observer should wait in a safe area where they can meet with the rest of the crew. For example, if the call is in a dorm room, the Observer could wait at the door where the EMT or Crew Chief will be entering the building, in the floor's common area, etc.

Observers may be required to participate in training drills with the regular membership. The Executive Office may cap the Observer program at any number of members they choose.

Documentation

All LUEMS calls must be documented. Any time LUEMS is dispatched to a scene, or on standby for an event, a Patient Care Report must be filled out. This includes instances when LUEMS is cancelled prior to arriving on scene.

Each Patient Care Report is a legal document that may be used as evidence in a court of law. It is for this reason that all reports must be filled out as accurately as possible. The members on scene should make every attempt to obtain and record as much patient information on the call sheet prior to Ambulance arrival or completion of patient care. The Crew Chief will be responsible for ensuring

that the sheet is filled out correctly. On arrival of the transport unit, the top copy of the call sheet will be given to the receiving agency.

After a call is over, all of the patient information recorded on the call sheet, in addition to the dispatch times, must be transferred to an electronic Patient Care Report (PCR) using EMStat. EMStat may be accessed from the computer in the Webster Street Base Station or the computer in 8041. The Crew Chief is responsible for ensuring the PCR is filled out correctly and completely. Only an EMT may write the narrative section. Any remaining copies of the call sheet and Refusal Form should be placed in the box in the Base Station after completing the electronic PCR. **ALL REPORTS MUST BE COMPLETED WITHIN 24 HOURS OF THE CALL.**

Special Documentation must also be executed in certain situations. During a Paid Standby call a PCR must be filled out for each treatment administered. At the end of the standby, the Crew Chief shall notify the Lieutenant Administration and Treasurer of the amount of time spent at the standby to facilitate billing.

Identification and Uniform Policy

All LUEMS members will be issued LUEMS uniform apparel at the beginning of each semester. Crew chiefs and EMTs will be provided with a white uniform shirt (as supply allows), which they will be required to wear every shift. With this uniform shirt, they will be required to wear black or dark blue BDUs and closed-toe, black shoes or boots. Observers will be issued an LUEMS t-shirt, which they are required to wear every shift. They are also required to wear pants and closed-toed shoes at all times. LUEMS jackets will also be issued to crew chiefs and EMTs, as supply allows. All items issued by LUEMS, except t-shirts, will be recollected by the organization at the end of each semester. In general, clothing should appear clean and neat. Members should consider that when they are wearing an item that identifies them as a member of LUEMS, they are acting as a representation of the organization to the public. Also, see alcohol policy below.

Body Substance Isolation

In accordance with OSHA laws and Blood Borne Pathogen safety, ALL members are required to take the necessary "Universal Precautions". This means that all members, including Observers, must wear gloves at all times when on calls. Many situations require additional personal protection. The necessary OSHA personal barrier kits will be available in the LUEMS vehicle. These kits include gowns, gloves, goggles, and masks. All information and documentation regarding BSI and exposure incidents is fully addressed in the LUEMS Exposure Control Plan attached to these SOPs. Any exposure incidents should be documented and reported immediately to the Captain. Failure to take necessary BSI precautions on the part of a member may warrant disciplinary action.

Confidentiality

All records of LUEMS will be secured by the Line Office, and will be maintained in strict confidentiality. EMS members must not relate the details of a medical emergency, specifically a patient's name, condition, or care rendered to any persons outside the unit. Discussion of call details within LUEMS should be on a need-to-know basis only. Calls involving sexual assault or psychological emergencies must be handled as completely confidential, even amongst other members of LUEMS. The Captain will determine what information will be released.

No member of LUEMS, other than the Captain, may make any statements to any member of the media.

Special Situations

RESPONDING TO A PERSONAL CALL FOR ASSISTANCE: If an LUEMS member on duty receives a personal call for medical assistance, he shall contact the LUPD dispatcher and have the remainder of the duty crew notified *before* responding to the scene, regardless of severity. If an off-duty member receives a personal call for medical assistance, he is not obligated to respond; however, should he choose to do so, he must contact the LUPD dispatcher and have the duty crew notified *before* responding. Failure to abide by this condition will result in immediate expulsion from LUEMS.

MOTOR VEHICLE ACCIDENT: If a call is received for a MVA and it is indicated that the occupants of the vehicle are entrapped, or that a risk of fire or explosion may exist, a response from the Bethlehem Fire Department should be requested immediately. All LUEMS members will ensure that a scene is safe prior to engaging in patient care.

VIOLENCE/FORCE-RELATED or UNKNOWN: If a call is received where force or violence is involved (e.g., shooting, stabbing, fight, rape, etc.) or a call for an “unknown emergency” is received, the following procedure shall be followed to maintain scene safety: LUEMS members will enter the building only after being given clearance by an LUPD Officer who is on-scene.

SUICIDE ATTEMPTS/PSYCHOLOGICAL EMERGENCIES: In the event of an attempted suicide or psychological emergency, LUEMS members are to provide necessary medical care. LUEMS members should not attempt to counsel the patient. The EMT should be primarily concerned with the patient’s medical condition and should ensure that others do not hinder patient care.

HAZMAT: No person should enter a hazardous materials scene (e.g., fire in a building containing chemicals, spills, etc.) until cleared by appropriately trained HAZMAT responders. If a patient has been involved in a hazardous material incident, he is to be handled with extreme care. Always notify LUPD if a HAZMAT team response is necessary.

FIRE ALARMS/FIRE STANDBY: LUEMS personnel should generally not enter a building in which a fire alarm has been activated. LUEMS members should stand-by outside in a safe area in the event of injuries to those in the building or to other emergency responders.

PHYSICIAN ON SCENE: When a physician on scene identifies himself as such, the following procedures shall be followed: The physician’s specialty field and location of practice/license should be obtained. The physician must be advised of his or her responsibility to accompany the ambulance to the hospital should he engage in patient care and render advanced techniques. Should the physician refuse this responsibility, his assistance shall be refused. All actions regarding the matter should be documented.

REFUSAL OF MEDICAL ATTENTION: When a patient refuses care, it should be documented on the back of the patient care report. In such cases, it is the duty of the Crew Chief to inform the patient of what medical problems he may have, what treatment may be warranted, and why such actions are necessary. The Crew Chief will ask the patient to confirm that he has understood what he has been told.

It is important that the Statement of Refusal on the back of the report be filled out and signed in its entirety if a patient has had care rendered by LUEMS and is not transported to an appropriate medical facility. The form should be completed in ink and should be witnessed. LUEMS members

should make sure that all blanks in the statement are filled in, including the patient's name at the top, his/her signature, the date, the time, the witness name, and the witness signature.

LUEMS members should not act as witnesses. A Gryphon, Hall Director, roommate, hall mate, police officer, or bystander may sign as a witness. If a witness is not available, it should be noted on the Refusal Form.

Brady, Emergency Care defines abandonment as, "Once the EMT begins to help someone having a medical emergency or someone who is injured, [the EMT] has legally initiated care. Leaving the patient before completing care or transferring care to someone who has less training, constitutes abandonment of the patient." It is for this reason that a Statement of Refusal must be signed whenever care is terminated without transfer of care to someone with equal or greater training.

The following are exceptions (no statement required):

1. The patient is being transported to the Lehigh University Health Center by LUPD. In this case, an LUEMS member should go to the Health Center, and transfer care to a NURSE or PHYSICIAN by giving a verbal report and the top copy of the patient care report.

In other transport situations, such as transport to the hospital by LUPD or transport by a friend/layperson, a Statement of Refusal must be signed.

Alcohol and Controlled Substances Policy

There will be no consumption of alcoholic beverages by members while on-duty or within twelve hours of the start of any shift. There will be no consumption or purchase of alcoholic beverages while wearing any clothing or identification that bears the LUEMS name. Members will not attend official LUEMS meetings, drills, nor act as a representative of LUEMS while intoxicated.

The use or consumption of illegal drugs or controlled substances by LUEMS members is strictly prohibited at all times.

Prescription medications that impair abilities and/or judgment are not to be used by members while on-duty or within twelve hours of the start of any shift.

Updates

- Updates proposed on March 29, 2011; Amended April 12, 2011
 - Grammar/wording: Hours of Operation section, Dispatch Procedures section; First Response Vehicle section; Responding section; Parking section; Equipment section; Observers section; Confidentiality section, Special Situations section
 - Content changes: Date of revision (from March, 2008 to March 29, 2011); Version Number (from 2008-01 to 2011-01); in all instances change Lieutenant Scheduling to Lieutenant Administration; change "in person" to "on the LUEMS website (www.lehigh.edu/ems)" under Shifts section; in all instances change "the Captain or Lieutenant(s)" to "a Line Officer"; change "Each member of LUEMS will be required to be on call for at least two shifts each month in order to maintain active membership" to "All members of LUEMS shall be required to submit at least six (6) shifts per month and take all assigned on-call duty shifts each month in order to maintain active membership"; change content of what comprises a crew; remove mention that LUEMS writes reports in LUPD station and change it do note that LUEMS writes reports in the Webster Street Base Station; change Unit Numbers in all instances; in all instances change Past Captain

to Advisory Officer; change "Each EMT member will be issued a key to the office, and is responsible for making sure that the key is only used for official LUEMS business" to "Each Line Officer will be issued a key, which shall only be used for official EMS business"; change the uniform policy

- Additions: Hours of Operation section (added, "It will also be in service during both of Lehigh University's summer academic sessions"); add Probationary EMT to what comprises a crew