

Operational Best Practices for NEAA - Flight Following

Background:

The North East Air Alliance (NEAA) was formed in 1989 as a joint venture to facilitate information exchange. Current members include Boston MedFlight, UMASS LifeFlight, Hartford Hospital LIFE STAR, Life Flight of Maine, Dartmouth-Hitchcock and LifeNet of New York.

The mission of NEAA is to share information, discuss experiences, and encourage communications among the programs to maintain a safe and high quality regional air-medical partnership. According to that mission, the Alliance members agree to provide resources and facilities and to render services to each other when assistance is required.

Purpose:

Standardization of Flight Following (F/F) practices of the NEAA Program membership relative to notifications of flight-following operations while operating in all identified coverage areas of the NEAA Air-Medical Programs.

Scope:

All NEAA Programs.

Operational Plan:

The initial notification from the originating Primary Communication Center should be made whenever possible to the alternative communication center whenever any asset will be transitioning into another NEAA Programs area of operation, providing the minimum of a 30-minute ETA.

NEAA Flight Following to be monitored with the use of Fleeteyes

Information that should be obtained:

- Program and Communication Specialist (CS) name
- Location where the asset departed or will depart
- Current location of asset
- Assets ETA
- Receiving destination name and location inside the receiving facility
- Whether universal precautions is necessary for transport assistants

Issued:

Replaces:

Approved By:

NEAA Membership

Review/Revise Date:

January 2010

Documentation in the Program Flight Following (F/F) database:

- Notification of Security with ETA
- Need of ground element
- Any unusual occurrences
- During reposition, when next communication center assumes Flight Following (F/F).

Position Reports:

When the Primary Communication Center relinquishes the flight following (F/F) to another NEAA Program, this communication center will assume the responsibility of being the Primary Communication Center, once positive radio contact has been established.

- Will be documented in the Flight Following (F/F) programs computer database. Position reports to include Latitude/Longitude, souls on board (SOB), fuel and ETA to destination. The Communications Center will request position reports every 10 minutes, if not initiated by the pilot.
- Alternative Primary Communication Center assuming Flight Following (F/F) duties will notify the assets Communication Center of the assets status whenever they land, lift-off or of any unusual occurrences.
- Alternative Primary Communication Center will continue Flight Following (F/F) until the asset transitions and is in positive radio contact with its Primary Communication Center in that NEAA Programs area of operations.