

# Operational Best Practices for NEAA – Mission Notifications

## *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 LIFESTAR, LifeFlight 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 notifications while operating in all identified coverage areas of the NEAA Air-Medical Programs.

## *Scope:*

All NEAA Programs.

## *Operational Plan:*

In continuing with our efforts to conduct safe flight operations when transporting in or out of locations that are in areas where coverage is primarily provided by other programs, the following procedures will be initiated by the responding programs Communication Center:

- If the transport request originates from a scene or hospital that is located in another NEAA program's primary area of operation, the responding program's communications center will immediately notify the Primary Communication Center (PCC) responsible for that service area. To arrest "helicopter shopping," it may be appropriate to inquire why the local program has chosen not to respond (i.e. simultaneous mission, weather, mechanical etc). If the responding program accepts the request, their communication center will notify the Primary Communications Center (PCC) of the assets identification, type of patient being transported and estimated time of arrival.

- When transporting into any facilities frequented by other NEAA programs, the responding program's communications center will notify the other appropriate communication centers at the earliest possible time. Initial information imparted will include responding ETA, with subsequent notification when the aircraft departs. All notifications will be documented per the specific policies and procedures of the individual programs and within the guidelines of the NEAA Flight Following (F/F) best operational practices agreement.
- Notification should take place no later than the departure time from the sending location, and preferably includes notification both while enroute to the patient pickup location and after departure from the sending location. When transporting into any NEAA program's primary operations area, the pilot of the responding program's asset will always initiate radio communication with the Primary Communications Center (PCC) to, request operational information, and flight following (F/F). The pilot will also self-announce on the frequency of 123.025 on all final approaches/departures involving a landing zone not in tower controlled airspace.
- Immediately after the asset transitions to the Primary Communications Center (PCC), all notifications will be properly documented in accordance with the NEAA Flight Following (F/F) best operational practices agreement and each NEAA program's flight following (F/F) policies and procedures.

## *Addendum:*

\*AIM – See footnote below.

### **Shared Hospitals**

(\*PCC – Primary Communications Center)

#### **Connecticut**

Danbury Hospital, Danbury CT.

PCC: LIFE STAR

Norwalk Hospital, Norwalk CT

PCC: LIFE STAR

Stamford Hospital, Stamford CT

PCC: LIFE STAR

Sharon Hospital, Sharon CT

PCC: LIFE STAR

New Milford Hospital, New Milford CT

PCC: LIFE STAR

Yale/New Haven Hospital, New Haven CT.

PCC: LIFE STAR

Hospital of St. Raphael, New Haven CT

PCC: LIFE STAR

Day Kimball Hospital, Putnam CT.

PCC: LIFE STAR

Bridgeport Hospital, Bridgeport CT

PCC: LIFE STAR

#### **Maine**

York Hospital, York ME

PCC: Life Flight of Maine

#### **Massachusetts**

BOSTON – Inner City Hospitals

PCC: Boston MedFlight

## *Addendum:*

---

Issued:	September 2008
Replaces:	
Approved By:	NEAA Membership
Review/Revise Date:	January 2010

\*AIM – See footnote below.

### **Shared Hospitals**

(\*PCC – Primary Communications Center)

#### **Massachusetts** (continued)

Nashoba Valley Medical Center, Ayer MA.

PCC: Boston MedFlight

Sturdy Memorial Hospital, Attleboro, MA

PCC: Boston MedFlight

UMASS

PCC: UMASS Life Flight

St. Vincent/ Worcester Medical Center

PCC: UMASS Life Flight

Baystate Medical Center, Springfield MA.

PCC: LIFE STAR (Simply based on relative distance)

#### **New Hampshire**

Southern NH Medical Center

PCC: DHART

Catholic Medical Center, Manchester, NH

PCC: DHART

St. Joseph's Hospital, Nashua, NH

PCC: DHART

Elliott Hospital, Manchester, NH

PCC: DHART

Concord Hospital, Concord, NH

PCC: DHART

Parkland Hospital, Derry, NH

PCC: DHART

#### **New York Hospitals/Operations**

PCC: Life Net of New York

## *Addendum:*

\*AIM – See footnote below.

### **Shared Hospitals**

(\*PCC – Primary Communications Center)

#### **Rhode Island**

Mariam Hospital, Providence, RI  
PCC: LIFE STAR

Rhode Island Hospital, Providence RI  
PCC: LIFE STAR

Westerly Hospital, Westerly RI  
PCC: LIFE STAR

#### **Vermont Hospital/Operations**

PCC: DHART

\*AIM Update: Airmen Information Manual - Effective July 31, 2008. As you will see, 10-2-4 provides the recommended procedures for both Landing Zone Operations and Hospital Operations.

---

Issued: September 2008  
Replaces:  
Approved By: NEAA Membership  
Review/Revise Date: January 2010