

# Operational Best Practices for NEAA – Mutual-Aid/ MCI

## *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, 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:*

Properly define the existing NEAA Mutual-Aid System and to standardize the agreement that has been present between the NEAA membership, thereby creating a standardized Best Operational Practice document that will be used as an additional tool by the NEAA membership and their Communication Centers.

## *Operational Plan:*

- A. Early notification to all NEAA programs should be made if a situation potentially arises that would quickly exhaust the local program's available assets.
  - a. Utilization of a phone tree notification system
    - i. Requesting programs communication center notifies closest geographical programs communication center, who in turn, notifies all other NEAA programs communication centers
- B. Request for Mutual Aid
  - a. Requesting communication center will furnish the following information:
    - i. Identification of what assets and types of assistance is required (e.g. RW, ground, FW or staff)
    - ii. Description of incident (e.g. MVC, building collapse, medical patient, etc)
    - iii. Receiving hospital contacts (i.e. name and phone number) or if scene call, the EMS agency and contact number

- iv. Provide landing zone information (i.e. FD radio frequency, coordinates, etc)
- C. Command and Control during an MCI/disaster will remain with the Primary Communication Center (PCC).  
Closest geographical program will be the Primary Communication Center (PCC) and the primary agency responsible for all coordination of the incident unless that program relinquishes command and control
  - a. The requesting communications center will coordinate all assets required following their own internal incident command system.
  - b. Entering another program's service area
    - i. Earliest notification will be given to the Primary Communication Center (PCC) with an accurate ETA.
    - ii. Mutual-Aide programs requested to respond for assistance will establish positive radio communication with the Primary Communication Center (PCC) for direction and confirmation of transport destination and receiving facility destination.
    - iii. The Primary Communication Center (PCC) will coordinate all radio communication and flight-following (F/F) procedures during the incident.
    - iv. The Primary Communication Center (PCC) will be directly responsible for any receiving hospital facilities and will coordinate all notifications including security, transport personnel and ground ambulance transports (if needed).
  - c. NEAA programs will not self-dispatch to an incident into another NEAA program's local coverage area without being specifically requested to do so in order to provide mutual-aid assistance, as requested by the programs Primary Communication Center (PCC).
  - d. If any NEAA program is requested by any agency and or hospital facility whether this is directly or indirectly involved in the incident, the Primary Communication Center (PCC) will be contacted and the nature of the request and response will be passed along to the Primary Communication Center PCC).