

Operational Best Practices for NEAA – NEAA Post Accident Incident Procedures (PAIP)

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 and share resources, facilities and to render services to each other when assistance is required.

Purpose:

To establish consistent exchange of information during an incident involving a vehicle during the Flight Following phase when one programs vehicle is in contact with another NEAA Communications Center.

Scope:

All NEAA Programs.

Operational Plan:

Should any abnormal incident occur in a location that falls directly under or within a NEAA Primary Communication Center (PCC) and if that Primary Communication Center (PCC) is currently responsible for the flight-following (F/F) of any Helicopter Emergency Medical Service (HEMS) asset, that Primary Communication Center (PCC) will initiate that particular programs Post Accident Incident Plan (PAIP). In this event and this incident, the following will occur:

➤ **During an incident:**

- The Primary Communications Center (PCC) performing the flight-following (F/F) of the asset in question will immediately institute that particular program's Post Accident Incident Plan (PAIP) procedures.

- Immediate notification of the incident is to be made to the Helicopter Emergency Medical Service (HEMS) actual communication center, providing as much detail available of the type of incident that had taken place.
- The Primary Communications Center (PCC) will be immediately provided with the necessary and valuable information in identifying and potentially locating that particular asset. (note: the information necessary is included in this document).
- The Primary Communication Center (PCC) will serve as the immediate source of information until at which time, a direct liaison is appointed to serve as the primary means of communicating with the actual assets communication center and its appointed liaison.
- The Primary Communication Center (PCC) responsible for the initiation of the Post Accident Incident Plan (PAIP) will determine whether additional assistance will be necessary. This will include whether the assistance from any additional NEAA Communication Center is necessary and if so, will initiate the contact and will continue to coordinate whatever type of assistance that is necessary. Frequent communication and updates will be made in order to prevent any duplication of these efforts.
- At no time will any NEAA Program provide comment to the media concerning any incident details. All media releases will only be made by the actual/ originating programs appointed public relations spokesperson.

Worksheet accompanying this OPB should be used for incident documentation.

NEAA - PAIP

Organization/ Program:

Call Sign: _____ Type/ Model: _____

Color(s): _____ Tail Number: _____

Incident Type:

Precautionary Forced Overdue/ Missing Aircraft Incident
Landing Landing Aircraft on Helipad

Loss of Communication IIMC – Inadvertent Instrument
with Aircraft Meteorological Condition

Originating Departure: _____

Scheduled Destination: _____

Last ETA to Scheduled _____
Destination:

Last Time of Contact: _____

Last Known Position Report: _____

Last Reported Fuel: _____

(SOB) Flight Crew: _____

Misc: _____
