



# Lehigh University Emergency Medical Services Standard Operating Procedures

Revised for September, 2003  
Version 2002-01

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. 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. Scheduling will take place at each monthly meeting of LUEMS. Each week shall be divided into five separate shifts.

- First Shift: Sunday 1700hrs to Tuesday 1800hrs
- Second Shift: Tuesday 1700hrs to Thursday 1800hrs
- Third Shift: Thursday 1700hrs to Friday 1800hrs
- Fourth Shift: Friday 1700hrs to Saturday 1800hrs
- Fifth Shift: Saturday 1700hrs to Sunday 1800hrs

There will be an overlap of coverage for one hour during each shift change. 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 the Captain or Lieutenant(s).

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 the Captain or Lieutenant(s) 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. If, during a shift, a personal emergency occurs, the Crew Chief, Captain, or Lieutenant(s) should be contacted.

*Each member of LUEMS will be required to be on call for at least two shifts each month in order to maintain active membership.*

Each shift shall be comprised of two EMTs and one Observer.. At least one EMT per shift shall have Crew Chief designation in order to fill the shift.

### **Territory**

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 Bravo Pager and a Motorola HT1250LS Radio. Members are advised to keep their pagers on "vibrate" except when sleeping. In the event of an emergency, LUPD will page all LUEMS pagers simultaneously. The numbers "84200" or "758-4200" will appear on the screen. On-call members should then respond in the following way:

Turn on the radio, and listen for transmissions. Do not interrupt other units on the air. If the air is clear, each member should attempt to contact the dispatcher (referred to as "PD5") as follows.

1. "(Unit #) to PD5"
2. PD 5 will respond "Go ahead (Unit #)"
3. Member will then ask for the "nature and location of the emergency"
4. PD5 will respond with the needed information.
5. Member will then transmit "Received, (Unit #) responding"

Members should avoid having the dispatcher repeat call information. If the dispatcher has already stated the nature and location, additional responding units may simply transmit "(Unit #) is also responding" *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 PD5 "(Unit #) on scene"

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"

The Crew Chief should also then ask that the dispatcher read back LUEMS's times when they become available.

The LUEMS pagers and 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 the Captain or Lieutenant(s). 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: 901
- 1<sup>st</sup> Lieutenant(s): 902
- 2<sup>nd</sup> Lieutenant(s): 903
- Past-Captain: 904
- Crew Chief EMT members: 910s
- Regular EMT members: 920s & 930s
- Observer members: 940s

Definitions are available in sections four and five of the constitution. The Executive board consists of the Captain, Past-Captain, Lieutenant(s), Treasurer, and Secretary. The Line Office consists of the Captain and the Lieutenant(s).

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 the Captain or Lieutenant(s) is on scene. In such cases, he/she shall have operational authority.

Each member will be assigned a Unit Number based on his status. This number will not change unless that member moves to a different level.

### **First Response Vehicle**

In most instances, the LUEMS vehicle (Unit #950) will be kept at Webster substation parking lot. 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. If a member would like to take #950 for a period of time while on duty, he or she should contact the current Crew Chief, who should then notify a Line Officer.

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 (eg. a personal vehicle).

The Captain or Lieutenant(s) shall have the authority to place the EMS vehicle (Unit #950) "Out of Service" at their discretion (eg. bad weather).

The key to the vehicle will be in Webster street station. 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. (Example: rear flashers at an MVA scene). Emergency lights left on at the scene often may attract unnecessary attention, and should only be used if absolutely necessary.

The EMS vehicle, Unit #950, 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 Rt 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 #950), 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.

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/her 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. This office is also a functioning holding cell for the police department. Members should not touch equipment or paperwork belonging to LUPD. 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. Only LUEMS members are permitted in the Webster Street Station. No one is permitted to 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. 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.

Designated LUEMS Parking Spaces for Fall/Spring 2003/2004:

1. University Drive, just south of Packer Avenue, on the side of the street adjacent to Packard Lab. Do not park in the crosswalks or in the intersection with Memorial Drive
2. In the driveway off of University Drive, next to Packer Chapel and the Philosophy building. Do not block other vehicles.
3. In the Lower Centennial Parking Lot. Park in the STAFF spots in the North side of the lot.
4. At the green parking meters on Trembly Drive near the South Entrance to the University Center. You do not need to pay the meters. Do not park here for an extended period of time.

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, Pager, Universal Access Card/Key, Parking Permit, and First Aid Bag. The Crew Chief will be provided with a First Aid Bag and an Oxygen Equipment Bag. All members are required to use the logbook to sign out and in all LUEMS equipment. LUEMS equipment is to be used for emergency calls and LUEMS business only. It is especially important that the Universal Access Cards and Keys only be used on LUEMS calls. When signing out an item, members are expected to check the condition of it. The Captain or Lieutenant(s) should be notified immediately if any equipment is lost, missing, damaged, or needs replacement or refilling. Members should take care to sign out the correct set of equipment (A, B, C, or D).

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 an additional defibrillator in one of the patrol cars.

The Captain or Lieutenant(s) 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 the Captain or Lieutenant(s) 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 Bethlehem City 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 the Captain and/or the Lieutenant(s) are present..

### **Observers**

The LUEMS Observer program exists to allow those interested in emergency medical services and the medical field to gain first hand experience. However, it is important that untrained members not interfere with patient care. 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 EMT members in recording data on call sheets, obtaining equipment, and moving patients. Observers should not interview the patient, and should not perform any task that they are not trained to perform or comfortable with. Observers should use their discretion prior to entering a scene of any emergency, so as not to engage in patient care beyond the scope of their training. Observers will not enter the scene of a MVA, Violence/Force Related/Unknown, Suicide Attempt/Psychological Emergency, HAZMAT, or Fire Emergency until an EMT member has arrived on scene. Observers may be required to

participate in training drills with the regular membership. The Executive Board may cap the Observer program at ten members.

### **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 get as much patient information on the care report prior to Ambulance arrival. The Crew Chief will be responsible for ensuring that the sheet is filled out correctly. Only an EMT member may write the narrative section. Upon Ambulance arrival, the yellow copy of the sheet will be given to the crew. A yellow copy of the report may also be sent with a patient being transported by LUPD.

After a call is over, the dispatch times should be recorded, and the document should be placed in the box in the LUEMS Office at the end of the shift. **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, both a Patient Care Report and a Standby Services Invoice must be completed and returned to the mailbox at Webster St. Standby service invoices may be obtained in the LUEMS office. Members participating in an LUEMS sponsored “ride-along” with another EMS organization should fill out a Ride-along Report and return it to the Captain.

### **Identification and Uniform Policy**

All members with the exception of First-Responders will be issued a LUEMS jacket, upon availability, at the beginning of the academic year. All members will be issued ONE LUEMS T-Shirt. Uniform work shirts may be purchased from time to time at a set price determined by the Line Office. Each member will also be issued an identification card that should be worn during emergency calls. Members are strongly encouraged to wear issued jackets and/or other uniform apparel on calls if possible. 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**

**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 (ex: 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 patient care is not hindered by others.

**HAZMAT:** No person should enter a hazardous materials scene (ex: 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 who 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, hallmate, 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 transport.

The following are exceptions (no statement required):

1. ALL EMTs on scene believe that the patient no longer needs ANY medical attention. Care has been completed and documented.
2. 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 yellow 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.