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Standards and Requirements for a Private Ambulance Service

Aim and purpose

(5) تنظيم

The aim of these Standards is to ensure patients are safe throughout the time they are under the care of the private ambulance service. This relates to all aspects of the service including appropriately qualified staff, maintenance and appropriateness of the vehicles in use, adequate equipment and processes to support the service proposed to be offered, and adequate support infrastructure to maintain patient safety at all times.

Standards

1. The scope of the service to be provided including geographic area to be served must be clearly stated. For instance, will emergency response be included in services, will response to industrial incidents be provided, etc. This must also include the type of patients who will be accepted and the processes to ensure all relevant clinical information is provided to care givers.
2. Operators must be aware of and meet all requirements of other related authorities; ROP, etc.
3. All staff must be appropriately licensed and trained to carry out the functions allocated to them, e.g. Doctors, Nurses Paramedics must be licensed by DGPHE, MoH, and hold appropriate additional skills and qualifications, for example ACLS, ATLS, etc.
4. An office base must be established with suitable communications links to vehicles, rest and training area for staff, space for clinical and vehicle maintenance files, and storage for clinical equipment e.g. transfer incubators, oxygen, medications, etc.
5. All vehicles must have an individual maintenance log as well as a daily checklist of safety issues to be checked. These records must be kept on site for at least two years.
6. There must be a suitable area with recharge points, etc. for safe storage and daily maintenance checks of all vehicles.
7. All drugs and medications must be stored securely at all times either in the vehicle or at the base.
8. There must be an Infection Control policy in place, including a nominated individual responsible for ensuring the policy is adhered to. As well as the normal provisions this should include vehicle and equipment cleaning, staff training requirements, provision of PPE, etc.
9. Each patient transported must have an individual record showing referral information, care provided during transport, issues or events during transfer, and clear documentation from the accepting authority relating to the "handing over" of the patient.
10. All patients must be covered by a signed informed consent agreement
11. The Ambulance provider must enter into formal written agreements with the organisations with whom they have arrangements for acceptance, transport requirements, etc. of patients they will transport
12. All vehicles must have a navigation system allowing them to find any necessary address within the geographic area they will serve, depending on the service they will provide.
13. The provider must have arrangements and, if necessary, written agreements in place for dealing with dead bodies, e.g. access to mortuary facilities, ability to give advice to next of kin, awareness of legal issues surrounding dealing with deaths in Oman, etc.
14. Providers must carry adequate insurance coverage for staff and patients covering not only professional's indemnity for clinical errors, but also coverage in the event of accident or injury.