



## Pre-hospital Care Standard Operating Procedure

### Observers – Response Cars

<b>REVIEW:</b>	May 2010	
<b>APPROVAL/ ADOPTED:</b>	PHC Policy Board	
<b>DISTRIBUTION:</b>	PHC Doctors PHC Paramedics	
<b>RELATED DOCUMENTS:</b>	SOP Photography	
<b>THIS DOCUMENT REFERS TO:</b>	PHC Clinical Practice PHC Non-clinical Practice <input checked="" type="checkbox"/> PHC Operational Procedure	Ref: OP-17

#### Aims:

- To define the interaction between Pre-hospital Doctors and Paramedics with the observer while in the response car and on scene.
- To define the conditions under which observers are allowed to operate on scene.

#### Background:

Observers apply directly to the Pre-hospital Care Department to come out on a car shift. This forms a vital PR function as well as offering individuals with a pre-hospital interest a unique exposure to the pre-hospital arena. The observers come from a variety of backgrounds e.g. medical, nursing, military, LAS, media.

#### POLICY:

- **All** response car observers should be **booked** in advance via the Pre-hospital Care Secretary on extension 7125.
- Observers are asked to arrive on the deck at:
  - 07:45 for a day shift with the Physician Response Unit [PRU].
  - 17:00 for an evening shift with DA77
  - If the aircraft is off-line, 07:00 for a day shift with DA77
- Observers must show the duty crew photographic identification. This must be photocopied and attached to a signed disclaimer form.
- Observers must sign the disclaimer form [Refer to page 3] regarding the conditions of carriage.

- Observers must wear:
  - Jackets clearly marked as '**OBSERVER**'. [Provided by the Pre-hospital Care Department].
  - Sturdy footwear (a selection of steel toe-cap boots are available in the Pre-hospital Care Department).
- Regardless of any previous clinical experience, the observer's role is **non-clinical**. The duty Doctor has ultimate clinical responsibility for care provided by the team. In some cases observers may be asked by the supervising duty Doctor, to provide assistance with the handling of the patient and equipment. Observers must state if they do not feel confident or trained in the action requested.
- In the event of attending a case of violent assault (particularly in the cases of stabbing or shooting) the observer must remain in the vehicle until the **scene is declared safe**.
- Observers are not allowed to carry camera / video equipment. Mobile phones must not be used to take pictures of patients or scenes. (This is in accordance with the photography SOP).
- If approached on scene by a member of the Emergency Services, the public or the press, observers should direct the enquiry to the operational team.
- Observers must wear seatbelts at all times in the vehicle.
- When the operational team are driving to a job on blue lights, the observer **must not talk** to the medical team unless to inform of a potential danger e.g. pedestrian that the driver may not have seen. This is to ensure that there are no distractions to the driver during this critical period of a mission.
- On arriving at an incident, observers must remain in close proximity to the operational team and **not arrive before** them.



## **Observers conditions of carriage in the Response Cars**

Welcome to the Pre-hospital Care Department.  
Please read the instructions outlined below.  
You must sign the declaration below prior to your shift.

1. Observers must wear identifying 'Observer' jackets supplied by HEMS.
2. Observers must wear sturdy footwear on scene.
3. Regardless of any previous clinical experience the observer role is hands off. The HEMS doctor has ultimate clinical responsibility for care provided by the team. In some cases observers may be asked by the HEMS doctor to provide assistance with the handling of the patient and equipment. Observers must state if they do not feel competent or trained in the action requested by the HEMS doctor.
4. In the event of attending a case of violent assault, particularly in cases of stabbing or shooting, observers will be told to remain in the vehicle until the scene is declared safe.
5. Observers are not allowed to carry camera or video equipment. Mobile phones must not be used to take photographs.
6. If approached on scene by members of other emergency services, the public, or the press, observers should direct the enquiry to the HEMS team.
7. Observers must wear seat belts at all times in the vehicle.
8. While driving to a job on blue lights the observer must not talk to the medical team unless to inform of a potential danger e.g. pedestrian that the driver may not have seen. This is to ensure there are no distractions to the driver during this critical period of a mission.
9. On arriving at an incident observers should remain in close proximity to the rest of the HEMS team, and not arrive before members of the HEMS team.
10. The HEMS doctor will advise on aspects of scene safety. Ultimately the responsibility for personal safety rests with the individual observer. Dangerous situations such as violent assaults, motor vehicle extrication, railway incidents and construction site accidents should not be approached without personal protective equipment and careful attention to personal and scene safety. If doubt exists as to possible hazards observers should seek the advice of the HEMS doctor before leaving the vehicle.

I, \_\_\_\_\_ [PRINT NAME], have read and understand the above and agree to abide by these instructions.

Signed [OBSERVER] \_\_\_\_\_ Date \_\_\_\_\_

Signed [SUPERVISING DOCTOR] \_\_\_\_\_ Date \_\_\_\_\_