

## Standard 1.1



### Capability of the Service

Each accredited service must have written policies which clearly delineate their mission statement. The scope will encompass the types and number of patients to be transported, the level of care and the types of missions to be undertaken (eg. scene response or inter-facility transfer). Any limitations to the service to be provided must also be stated.

The level and scope of care will be defined by the mission statement.

The mission statement will include description of the specialised equipment available in aircraft including medical and rescue equipment.

Emergency calls must be accepted without discrimination within the bounds of the mission statement. There must be an education (outreach) program for the potential users of the system which should include the following:

- Hours of operation.
- The capabilities of the crew and aircraft used by the service.
- A description of the service area.
- A description of the type of aircraft available and protocols or guidelines for their appropriate use and a clear description of the appropriate means of activation.
- A safety program for all personnel who can reasonably be predicted to be involved with aircraft operations.
- Guidelines as to which patients are appropriate for transportation by the service.
- Clinical guidelines for pre-transport patient preparation.
- Instructions as to how to activate the service and who is authorised to do so.
- The cost to the patient and/or other for using the service.