



FLIGHT MEDIC – Phoenix, AZ

SUMMARY:

Responsibilities include evaluation, coordination, and delivery of medical care provided to patients during transport; also is familiar with the scope of practice of the transport team members and the State rules and regulations in which the transport team operates. Works with the other transport team members to coordinate care of the patient during transport; once called, readily available/arrive at specified location, within 45 minutes before wheels.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

Preflight Responsibilities:

- Obtains medical report from flight nurse, to include addressing diseases affected by altitude.
- Calls for updated medical report from the discharging facility / physician, if needed.
- Completes pre-flight checklists.
- Assures medical equipment is accounted for, properly functioning and securely stowed on the aircraft.
- Calculates, loads and secures oxygen appropriate to patient needs, allowing for delays and/or changes in patient condition.
- Familiar with location and use of equipment and supplies, to include medications.
- Assures additional medical equipment/supplies are available for the specific needs of the patient condition and needs, based on available patient report and distance of transport.
- Co-signs controlled substance logs.
- Communicates condition, acuity and any unusual issues with entire transport team.
- Reviews dispatch sheet with Flight Coordinator, noting special instructions.
- Participates in pre-flight debriefing with other members of team, including pilots.
- Understands and follows guidelines, policies, and procedures of Reva, Inc.

Transport Responsibilities:

- Performs and documents a complete head to toe assess of the patient.
- Assures compliance with minimum standard patient care requirements.
- Assures patient and passengers have all appropriate documentation, i.e., Passports, Visas, before departure from the discharging facility. Calls Flight Coordinator if any uncertainty as to appropriateness of travel documents.
- Reviews release forms, waivers, DNRs (when appropriate) to family member and/or patient. Answers any questions and assures signatures are obtained prior to leaving discharging facility.



- Safe guards medical records, x-rays, etc as per HIPPA regulations. Assures patient's medical records and personal belongings accompany patient
- Assists pilots, as needed, in baggage search for hazardous materials.
- Coordinates the transfer of the patient to the aircraft maintaining continuity of care and insuring patient, passengers and belongings are secured.
- Provides orientation and mentoring for new program/flight crew members, medical and aviation.
- Continuously monitors and assist in documenting patient's condition to include, but not limited to, head to toe assessment with updates, vital signs, continuous cardiac monitoring, and pulse oximetry, intake and output, documentation of cabin pressures hourly, treatment / interventions / medications performed, with responses noted, and pain scale 1 to 10 out of 10 noted with vital sign assessment. Completes medical record documentation, including demographics and signatures.
- Completes the controlled substance packet sign our form with medical crew member.
- Assures adherence to universal precautions and initiates additional precautions deemed necessary by disease specific diagnosis and/or signs and symptoms.
- Maintains respect and open communication with all members of the transport team, Reva's staff as well as external clients. Communicates condition, acuity and any unusual issues with entire transport team.
- Transfers care of patient and records to the receiving facility, documenting date, time, name and title of healthcare giver turning care over to, and obtaining healthcare giver signature prior to leaving facility.
- Maintains communication with Flight Coordinators during flight. The medical team is to notify the Flight Coordinator when the patient has been admitted to the receiving facility and report has been given. More frequent communication may be necessary if there is a change in the patient's condition, in the flight plan, or unforeseen issues with the transport.

Post-flight Responsibilities:

- Completes all medical record documentation pertinent to transport, whether patient or program driven.
- Completes debriefing, including completion and signature on Debrief form, with entire transport team, prior to departure
- Assures equipment is cleaned and equipment/supplies restocked and returned to cabinet.
- Assures rechargeable equipment is plugged in and charging (light on).
- Assures completion of forms and damage/malfunction of equipment, if appropriate.

General Responsibilities:

- Communicates quality issues on occurrence form. Director of Clinical Operations is to be notified immediately if priority/urgent issue.
- Follows guidelines and assures compliance with policies and procedures.
- Supplies current licensure and/or certifications on a continual basis.
- The flight paramedic is responsible for completing the quarterly and annual requirements to maintain active flight status to include: completion of intubations quarterly, attendance at Staff meetings and annual: AvStar program, safety and infection control, aircraft/personnel security briefing, equipment and supplies competency / currency validation, medical screening update including copy of TB or equivalent,



- ICU and trauma competencies, wellness form, EMS Rules and Regulations, and Hazardous materials recognition and response. Evaluation is contingent upon completion of these items prior to evaluation.
- Understands and utilizes chain of command and reporting mechanisms.
 - Complies with dress code.
 - Attends general staff meetings and educational programs as per the medical departments programs.
 - Provides monthly availability for scheduling purposes. Notifies Director of Clinical Operations or designee, if unable to maintain call status on predetermined days.
 - Demonstrates a commitment to Mission and Vision through consistent patterns of work behavior, exhibiting positive relations with coworkers, as well as internal and external clients, and promoting professional representation of the program and associated activities.
 - Does not participate in risk-taking behavior while on transports
 - Performs other duties as assigned by supervisor.

QUALIFICATIONS:

- Three to four years related experience or equivalent as first responder EMS system.
- Ability to understand and adhere to established policies, procedures, and protocols.
- Demonstrated competence in reacting to and handling emergencies.
- Able to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
- Strong charting/documentation skills.
- Commitment to excellence and high standards
- Excellent written and oral communication skills
- Strong organizational, problem-solving, and analytical skills
- Ability to manage priorities and workflow
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Bilingual skills a plus.
- Current BLS, ACLS, PALS, NRP, PHTLS
- Certification of a DOT approved flight physiology course.
- Florida State license and /or Arizona State License. (depending upon home base location)
- Current Passport.
- Proficient on Microsoft Suite including word processing.

COMPETENCIES:

- Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.



- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Technical Skills** - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Diversity** - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.
- **Ethics** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **Judgment** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- **Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- **Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.



PHYSICAL:

While performing the duties of this job, the employee is frequently required to do the following:

- Walk and stand for prolonged periods.
- Lift and/or move up to 50 pounds.
- Transfer/position patients of all ages and physical conditions.
- Collect, interpret, and/or analyze diagnostic data
- Utilize visual, auditory, verbal, and olfactory processes required to assess, monitor, and care for patients.
- Interpret complex laws, regulations, and/or policies.
- Coordinate multiple tasks simultaneously
- Understand and respond to a diverse population.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequent exposure to blood-borne and airborne pathogens or infectious materials
- Long transport times in the confined space of the aircraft.
- Exposure to dynamic cultural diversity.