



Drexel University
Emergency Medical Services

Standard Operating Procedures



Drexel University Emergency Medical Services Standard Operating Procedures



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**Drexel University
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Mission Statement and Vision

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date: 10/4/11

I. The official name of this organization shall be Drexel University Emergency Medical Services abbreviated as "Drexel EMS" or "DUEMS".

II. Mission Statement

- a. The mission of Drexel University Emergency Medical Services is to provide the students, faculty, staff and guests of Drexel University with emergency medical services in accordance with the state of Pennsylvania and the City of Philadelphia. Drexel students who are state certified emergency medical technicians will provide all care at the basic life support level.
- b. This organization is affiliated with Drexel University as a recognized student organization and as such, agrees to abide by the rules, policies, and procedures of Drexel University.

III. Vision/Purpose

- a. The purpose of this organization shall be to provide professional, timely and high-quality patient centered care to the students, faculty, staff and guests of Drexel University's Main Campus.



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Membership Training Requirements

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date: 9/22/16

- I. Members are defined as current Drexel students who have been accepted by the general membership and meet the membership requirements as defined in these Standard Operating Procedures. Members must also meet all requirements to be eligible to participate in extracurricular activities, as defined by Drexel University. *Membership in this organization shall not discriminate against any individuals regardless of race, national origin, color, religion, sex, age, veteran status, sexual orientation, and/or ability.*
- II. In order to maintain an active membership within Drexel EMS, members must attend all biweekly scheduled trainings. The only exception to this is an already scheduled EMT class and the training officer and captain must be notified prior to the start of the course.

If a training is missed, then the member must make it up via one of the follow ways and provide documentation of completion before the next training to the training officer. The make-up must be done between the date of the missed training and the date of the next training. Documentation must be provided via email to the training officer by the start of the next training after the missed one. Listed in order of preference:

- 1 PA Prepared ConEd class for EMT recertification
- 1 FEMA independent study course
- 1 Other approved state or national ConEd training course
- 24 hours of shift coverage for Drexel EMS

If documentation is not provided after the first incidence, then the training officer will notify the member that upon the next incidence of missed training without documentation of makeup, the member's active membership status will be terminated.

Upon the second incidence of missing a training and no make-up then the training officer will notify the chief and captain and they will contact the member informing them that they have not met active membership for Drexel EMS and they are now inactive.



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Leave of Absence

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 7/20/2016
Amended Date:

If a member feels that he/she may not be able to meet membership requirements at any given time during their membership, he/she may take an official leave of absence. This will excuse the member of any membership requirements during the time of the leave of absence, provided that it has been approved by the Chief and Captain, without the risk of disciplinary action. A leave of absence will only be granted under the following circumstances:

- a. The member has previously met all active member requirements upon request for a leave of absence.
- b. The LOA request includes the following:
 - i. Reason for the leave of absence
 - ii. Requested date of the beginning of the leave of absence
 - iii. Date that he/she will return to service
- c. It is the member's responsibility to submit his/her request for a LOA *in writing* to the secretary for approval *at least two weeks before* the start date of the LOA. The LOA will then be presented to the Chief and Captain for approval. Members can discuss the specific length of the LOA with the leadership and approval will be granted at the Chief and Captain's discretion.
- d. The member agrees to undergo any training or assessment at the Training Lieutenant's discretion before being eligible to sign up for shifts upon his/her return from a leave of absence.



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Code of Conduct

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date:

I. Members are expected act to in a professional manner on and off duty. Any member that violates the Standard Operating Procedures is subject to disciplinary action. Any member that represents the organization in a negative manner on or off duty will also be subject to disciplinary action.

II. Hazing

a. Membership should be a valuable and beneficial experience for all students. Leadership of this organization shall provide its new and current members with an experience that is positive, informative and consistent with federal, state, and local laws, and the policies and procedures of Drexel University. Activities which detract from the goal of fostering personal and intellectual development have no place in this organization. Hazing will not be tolerated by or of any member. It is the responsibility of the organization, its leadership and members to report hazing of any kind by members to the proper authority.

III. Harassment

a. Drexel EMS follows a strict no harassment policy. Drexel EMS follows Drexel University’s policy on harassment. Any member who violates this policy will be subject to strict disciplinary action.

IV. Alcohol

a. While on duty, the consumption of alcohol is prohibited. Members are prohibited from being under the influence of alcohol while on duty and from consuming alcohol for at least 12 hours before any shift begins.

V. Controlled Substances

a. Members who are taking prescription or over-the-counter medication should seek information about potential side effects that impair judgment or motor skills from their healthcare provider. Members should also consult with the medical director about their medication and effects it may have on their ability as an EMS provider. The medical director will make a decision on the member’s ability to be on duty.

VI. Disciplinary Policy

a. Severity of discipline is at the Chief or Captain’s discretion. If an officer feels that a member has conducted him or herself inappropriately, they have the right to discipline such member accordingly after consultation with the Chief or Captain. Similarly, if a non-officer feels that a member has acted inappropriately, they are to report it to the officer in charge, and further action will be taken if needed.

VII. Suspension

a. Members who are under suspension are prohibited from entering or using Drexel EMS property, and must forfeit their duty time during such period. Duty time lost during suspension will not be taken into account when active member status is under review.



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Membership Meetings & Elections

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date:

I. General Membership

- a. Regular meetings (trainings) of the organization shall be held at the discretion of the Chief or Captain bi-weekly and/or at least twice per month.

II. Officers Meetings

- a. Special meetings (officer's meetings) of the organization shall be held at the discretion of the Chief or Captain weekly or at least three times per month.

III. Administration Meetings

- a. Administration meetings will be held by the request of the administrator with the officers.

IV. Medical Administration Meetings

- a. Medical administration meetings will be held at the request of the Medical Director with the officers.

Elections & Amendments

I. Officer/Coordinator Elections

a. All officers and coordinators will be elected through an anonymous voting process and must be elected by 2/3 of the membership. All active members are eligible to run for coordinator positions. Officer and Lieutenant candidates must hold the certification level of emergency medical technicians (EMT) and must be elected by 2/3 of the membership.

*Each candidate will provide a speech to the general body for the position that they are a candidate for. Members will anonymously vote by writing their selected candidate on paper. A tally will be counted by a designated officer and the winner will be announced after each position is presented. Two-thirds of the general body must be present to hold elections.

b. The organization treasurer must be full-time, enrolled undergraduate student of Drexel University.

II. Chief and Captain Elections

a. The position of Chief (president) will be filled by the individual who previously held the position of captain (vice president) and must pass with a vote of confidence from 2/3 of the general membership. The position of Captain will be elected based on a vote from 2/3 of the membership. The positions of Chief and Captain must be filled by individuals that are certified emergency medical technicians (EMTs).

b. The organization President must be a full-time, enrolled undergraduate student of Drexel University

Amendments & Finances

I. Amendments to the Standard Operating Procedures (Constitution) will be approved by the organization's leadership and by a vote from 2/3 of the majority of the membership at any general body meeting. For the transaction of business and voting, a quorum must be obtained. Quorum is defined as the minimum percentage of members required to be present. The organization requires the vote of 3/4 Lieutenants and the Chief and/or Captain for the transaction of business.



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Certification and Identification

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date:

- I. All members will be required to carry a government issued ID (Driver's license or photo identification), their DragonCard, Pennsylvania EMT Card and current CPR card while on duty.
- II. Absolutely no badges are to be worn while on duty.



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Weapons and Explosives

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date:

- I. Members are under no circumstances allowed to carry weapons or explosives while on duty. Small utility knives are considered uniform and are acceptable to carry while on duty.



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Duty Requirements

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date: 9/22/16

I. Shifts

- a. Shifts times will vary between the hours of 7:00pm to 7:00 am throughout the week. Some shifts may be scheduled outside of the normal operating hours upon approval of the Captain and Chief. Members on duty are expected to respond to all calls as dispatched for the *entirety* of the shift.
- b. Members are expected to arrive at least fifteen (15) minutes prior to their shift to inspect their equipment, and at least thirty (30) minutes prior if a new member on probation.
- c. At the beginning of each shift, members are to sign on radio with dispatch. Crew supervisor or primary EMT is to submit the official shift assignment to dispatch via email (dispatch@drexel.edu) at least fifteen (15) minutes prior to shift. It is the responsibility of the crew to submit an electronic truck check form at the beginning of each shift. The crew is to notify dispatch of the end of the shift by signing off on radio.
 - i. If a shift must be terminated before the scheduled ending time, the crew must contact the on duty supervisor, Captain or Chief before canceling the shift. The crew must then call dispatch and let them know of the shift cancellation.

II. Crew Composition

- a. Crews will be comprised of at least one Primary EMT and one additional member with a maximum crew of three (3) members of various compositions.
- b. A Primary Crew Chief will also accompany the crew. In the absence of a qualified crew chief, the most senior EMT will be the crew chief and will maintain this standing unless a supervisor is on scene.
- c. An exception for a crew of four (4) may be made by the Chief or Captain on orientation shifts of new members.

III. Primary Crew Chief

- a. The position of primary crew chief will be given to those who meet these minimum requirements:
 - i. At least 120 hours of shift time
 - ii. Minimum of 10 calls ran successfully
 - iii. Passing grade of 90% on Primary written exam
 - iv. Approval from the Chief or Captain
- b. Once the Chief or Captain gives final approval for Primary Crew Chief status, that person will be the supervising EMT on his or her shift. This person is responsible for ensuring the safe operation and care of the crew and patients while on duty. This person will also be the point of

contact for all outside personnel (Dispatch, Drexel PD, Drexel Public Safety, etc.) in the absence of a supervisor.

IV. Supervisor

- a. Supervisors will be officers who are on duty for each shift. Supervisors only respond to calls deemed necessary by initial dispatch, by request of the crew chief or by his or her own choice.
- b. The supervisor of a given shift will be the Chief, Captain, Lieutenant, or other interim designee. The supervisor, at any given point when acting in good faith or for the well being of the crew or patient, may choose to alter or deviate from these standard operating procedures. At no point may the supervisor or any crew member deviate from, or alter the BLS protocols as set forth by the State of Pennsylvania.
- c. Supervisors shall be called to the scene in the event of the following:
 - i. Large-scale incident. (More than 4 patients)
 - ii. When the Department of Public Safety EOC is activated.
 - iii. An incident that involves the media or public release of information, including student news groups.
 - iv. There is a call volume that cannot be handled by the current crew.
- d. The on duty supervisor will act as the point of contact should an emergency arise off shift. They will be responsible for carrying the duty officer phone and will be contacted should there be an emergency.
- e. The supervisor will be responsible for stepping down to a primary should the shift not be filled. The on duty supervisor will also be responsible to fill in for any crew member that must leave a shift unexpectedly before canceling the shift.
- f. The on duty supervisor will be in charge of using the I Am Responding dispatch and text page system should the need arise.
- g. The duty officer will contact the Captain and Chief if there is an emergency or questions.



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Member Status

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date:

I. Member status shall be reviewed on a term basis.

II. Active

- a. A member is considered an active member if he or she meets the following requirements:
 - i. Minimum of 24 hours of shift time per month
 - ii. Minimum of 2 special events per term*
 - iii. Minimum attendance of 50% of all general membership meetings and trainings**
- b. Active status entitles member to all the rights and privileges to a Drexel EMS member including free training and ConEd.

III. Inactive

- a. A member is considered inactive if he or she does not meet the minimum requirements of an active member.
- b. Such member will not be permitted to participate in organization sponsored ConEd, or free training.

IV. Probationary

- a. Any member who is not an EMT or has not yet completed the requirements of new member orientation but meets the active requirements.
- b. These members are permitted to hold positions.

*This requirement is lifted if no more than two events occur in a term.

**Exemption from meetings is permitted if a member has class during the scheduled time. In such a case, the meeting requirement will not count against them when considering active status.



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Supplies and Equipment

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date: 10/5/11

- I. Equipment bags are to be checked at the beginning of each shift to ensure they are properly stocked. Any missing supplies should be replaced or reported to the equipment lieutenant. Truck check form is to be submitted electronically before the start of each shift.
- II. AEDs are to be checked monthly, along with any other electronic equipment. Supplies with expiration dates shall be checked on a monthly basis as well.
- III. Any broken or malfunctioning equipment (bikes, helmets, bags, oxygen bottles, or radios) should be documented and forwarded to the equipment lieutenant upon its discovery. The on-duty supervisor should be made aware of any malfunctioning or broken equipment as it is discovered.
- IV. Maintenance on the Drexel EMS vehicle will be conducted by the Department of Public Safety. Any issues, problems, or damage to the vehicle shall be reported to the Chief and on-duty supervisor immediately. It will be the Chief's responsibility to report such issue to the DPS.



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Radio Operations and Communication

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 10/4/11
Amended Date: 9/22/2016

- I. All operations within Drexel University will be conducted on the Drexel DPS radio system. This system is a recorded and monitored. Day to day operations shall be conducted on one of the repeated radio channels.
- II. Drexel DPS radio channels:
 - a. Police 1- monitored, recorded, and repeated
 - b. Police 2- monitored, recorded, and repeated
 - c. Public safety 1- talk around channel, not repeated or recorded
- III. Day to day operations will be conducted on Police 1 or Police 2. The Public Safety channels will only be used for special events or local talk around. These channels are not monitored or repeated and should not be used for responding to emergencies.
- IV. The responding duty crew is responsible for communicating with the dispatcher via radio to ensure the safety of the crew and that the crew is responding. The crew is to report to dispatch when responding to calls, when on location, when requesting a PFD unit/upon the arrival of the PFD Medic Unit, and when the crew is clear of the call and available to take another, with acknowledgement from dispatch between all communications.
- V. The emergency button on all radios is to only be used in the event of a true emergency. Use of this button in a non-emergent situation is grounds for disciplinary action. A special report must be filed by the crew for any activation of the emergency button including accidental activations.
- VI. The crew may not go 'off-radio' if any of the following apply
 - a. The shift is slated to run 6 hours or less
 - b. Between the hours of 7am and 12am



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Dispatch

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date:

- I. All calls will be dispatched through the Department of Public Safety dispatch center. Dispatch will initiate the 911 system while alerting Drexel EMS with the same information. Dispatch will add any other pertinent information to the crew.
- II. If members are alerted to a call by any other means other than from Public Safety dispatch, members will report the incident to the dispatch center via radio.
- III. Calls occurring near shift change will be answered by the entire crew assigned to the shift at the time of the call.



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Response

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 10/3/11
Amended Date: 2/22/12

- I. All dispatched calls will be responded to within two (2) minutes. If the crew is unable to respond, dispatch should be notified immediately of the situation. If a member of the crew is unable to respond, the supervisor must be notified, if not already aware. If the crew still meets the minimum staffing requirements as set forth by the State of Pennsylvania, they will respond to the incident.
- II. The crew is to take the most direct and safe route when responding to a call. In the event of an incident involving an unsafe scene, the crew is to stage at a safe distance from the incident until police deem the scene secure for EMS entry. Dispatch shall be notified that the crew is staging and waiting for police to secure the scene. Examples of these incidents include, but are not limited to: shootings, stabbings, assaults, behavioral or psychiatric emergencies.
- III. In the event of a second or dual dispatch, the crew chief may choose to divert the response to the incident of higher priority. If incidents are deemed equal in priority, the crew will respond to the first dispatched incident. The crew will advise dispatch to have a PFD medic unit dispatched to the second incident. Members are to follow Pennsylvania BLS Protocols, section 112, policy on cancellations.
- IV. The Philadelphia Fire Department will be the transporting agency for all medical emergencies on campus. In the event that any other agency is contracted as medical standby for an event, this agency may transport patients from campus. This may only be done when:
 - a. The contract ambulance is already on location for the event.
 - b. There is a Drexel EMS provider(s) at the event to maintain the medical coverage.



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Off Campus Response

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 10/4/11
Amended Date:

- I. In the event that the crew is dispatched to an off campus response, the crew will only respond if the call meets one of the following criteria:
 - a. The call was received via phone to either the EMS Chief, the EMS supervisor, or Drexel DPS Dispatch center
 - b. There is confirmed Drexel Police presence, and they have verified the need for expedient medical care
 - c. It is to provide immediate care to any police officer, firefighter, or EMS worker that would otherwise suffer a negative outcome if Drexel EMS assistance was not provided.

- II. All off campus responses will be within a reasonable distance, unless dispatched via PFD radio. If notified by any other form, the crew will call the on-duty supervisor to seek approval for the response. The off campus response must be in conjunction with a PFD medic unit. Under no circumstances will a crew respond to an off campus incident without a PFD medic unit already notified.

- III. When responding to a Philadelphia Fire or Police Department incident, the crew will follow all operating procedures as set forth by those agencies as it pertains to emergency medical services. The crew is to report to, and take orders from, the incident commander, or other designee.

- IV. All responses, regardless of location, will be guided by all applicable sections of the Pennsylvania BLS protocols.



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Accidents

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 10/3/11
Amended Date: 9/22/16

- I. In the event that the crew is involved in an accident while responding to an incident, dispatch must be notified immediately, and the response must be cancelled. A police response shall be requested in addition to any other resourced needed (EMS, tow, etc). The chief and the on-duty supervisor must also be notified immediately. An accident investigation report must be obtained for any incident involving the vehicle.

- II. In the event that the crew is involved in an accident while on general duty, dispatch shall be notified immediately, along with the chief and on-duty supervisor. Police must also be requested to the scene. An accident investigation report must also be obtained for any incident involving the vehicle.

- III. On all accidents, dispatch is to be notified when the unit is out of, and back in service. The crew will also follow the University's procedure on handling accidents.

- IV. Any injury sustained by a Drexel EMS member shall be immediately reported to the chief and on-duty supervisor, in addition to any other resource needed (police, EMS, etc). The proper paperwork must also be filed in accordance with the department of public safety.



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Scene Safety

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date: 10/3/11

- I. Drexel EMS may be called to an unsafe scene without advanced notice in the dispatch. Should any member deem the scene to be unsafe, the crew will wait until the scene is deemed safe by the appropriate authority (Police, PECO, SEPTA, etc.) to render care to the patient. This policy is also defined in the response section of this document.



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Treatment

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date: 10/3/11

I. Scope of Practice

- a. All EMTs will act in accordance with the Pennsylvania Statewide Basic Life Support Protocols issued by the Pennsylvania Department of Health, Bureau of Emergency Medical Services. These protocols are to be followed to the capabilities of Drexel EMS.

II. Consent

- a. Any and all patients must consent to treatment before any member may even attempt to provide care for the patient, at the risk of legal action. Expressed consent can be given by treatment. Implied consent is a legal determination that someone who is unconscious, those of 18 years of age, who are not impaired, and verbalize that they wish to receive impaired by drugs or alcohol, or otherwise unable to verbalize their wishes when a life-threat exists. Any intervention taken by the crew should be fully explained to the patient including risks and benefits.
- b. Any patient who is legally unable to make decisions about their medical care (children and mentally ill) needs to have consent from a parent or legal guardian. The absence of such an individual implies consent for life-threatening conditions.
- c. Those who are in the custody of law enforcement may be treated at the discretion of the officer.

III. Refusal of Care

- a. Patient refusals are to be honored when made by those of a sound mind and legal age. Patients who refuse care should be informed of the possible consequences of their decision. If at any time they choose to receive care they must express consent. Those who refuse care will be asked to sign a refusal form releasing Drexel EMS from care. The refusal form is to be signed by the patient, crewmember and a witness.

IV. Patient Care Report

- a. Patient Care Reports are to be completed for each patient who receives treatment from any member of Drexel EMS. Reports are to be completed before the end of the assigned shift on emsCharts. Completed reports are to be printed and placed in the drop box at EMS HQ.
- b. If charts cannot be completed before the end of shift, the chief or captain must be contacted for an extension. Regardless of any extensions, reports **must** be completed within 24 hours of the call, per PA state regulation.

V. Incident Report

- a. The Drexel Police will handle all incident reporting. Under no circumstances will a Drexel EMS member complete any DPS incident report.

VI. Transfer of Care

- a. Transfer of patient care occurs when a higher level provider arrives and assumes care either via engine or ambulance, or when a PDF Medic Unit arrives on scene. Patient information is to be given to the provider assuming care, preferably by verbal and written report, dependent on the patient's condition. Drexel EMS may be asked to assist with patient care even after an official transfer of care has occurred and should comply with this request.

VII. Patient Transport

- a. Patients requiring transport to a hospital will be transported by a Philadelphia Fire Department Medic Unit. The crew should verify that the ambulance has been requested with the dispatcher.



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Athletic Stand-bys

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date:

- I. Any patient who is a participant in an athletic event, who receives treatment, must be evaluated by a PFD Medic, athletic trainer, current team physician, or designee. Participants can be: registered runners in a race, members of a sports team or competitors in any event of athletic ability.



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HIPAA

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date:

- I. All members of Drexel EMS are expected to comply with the Health Insurance Portability and Accountability Act of 1996. The act states that healthcare providers are only to disclose information to other providers who are directly involved in patient care. Patients' Protected Health Information includes any individually identifiable information and information which could reasonably be expected to be used for identification. All Patient Care Reports are considered medical documentation and fall under Protected Health Information, and should not be discussed with anyone one other than the responding crew members.



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Infection Control

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 4/12/11
Amended Date: 9/22/16

- I. Each member of Drexel EMS should be certified in basic infection control technique. Universal Precautions should be utilized with every patient who has the potential of exposing a responder to body fluids or diseases. All body substance isolation methods shall be adhered to at all times whether on a medical emergency call or a stand-by scene. The Chief shall oversee all matters including, but not limited to, accidental needle sticks, contact with fluids or substances at an emergency scene. All members shall complete appropriate annual bloodborne pathogens training as stipulated by the Pennsylvania Department of Health and/or Philadelphia regional EMS Council.
- II. Any biologically hazardous substance discarded into a red colored biohazard bag while on scene or away from the station. This bag's contents should be secured and deposited in the nearest biohazard disposal container as soon as possible and before taking another call.

Biohazard container locations:

- 3219 Arch Street: Next to the Sergeant's desk
- Drexel Armory: Front office

- III. Any exposure incident will be reported immediately to the Chief via telephone, and handled accordingly. If the chief cannot be contacted the captain or on duty supervisor should be notified immediately.



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Officers and Administration

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 10/13/11
Amended Date: 9/22/16

Drexel EMS is composed of two tiers, leadership and membership. The leadership will include the Administrator, Medical Director, Officers, and supporting staff. The officers will come from the membership, which includes all student EMTs and CPR members. All members will be responsible for reporting to the EMS Chief who will report directly to the Administrator and Medical Director.

I. Chief

- a. The chief is responsible for the continuous day-to-day operations of Drexel EMS. The chief reports directly to the Administrator for all operational matters and to the Medical Director for all medical matters. All officers will report to the captain, who is responsible for ensuring the concerns and issues raised by other officers and members are resolved in a timely manner and are relayed to the chief as needed.
- b. The rank of Chief will be given to the person who holds the rank of captain at the time of the current chief's graduation or termination of service.
- c. Requirements Include:
 - i. Minimum of 1 year active membership with Drexel EMS
 - ii. Minimum of 6 months holding an officer position

II. Captain

- a. The captain will be the officer in charge of operations from a personnel standpoint. The captain will also be the officer charged with being the contact point for the organization, maintaining relationships, and sharing approved documents. Additionally, the captain will be the public information officer in the absence of the chief, giving reports to the media and to the university when necessary.
- b. The new captain will be chosen by the current chief and captain and must be voted on by 2/3 of the membership. When the current chief steps down from office, the current captain shall move to the rank of chief, and the chosen captain shall move into the rank of current captain. This will occur at the end of the spring term, or when the current chief is no longer a student of Drexel University.

III. Lieutenants

- a. Drexel EMS lieutenants will be responsible for the duties chosen by the chief and captain. They will all be equal in rank to one another- as shown in the organizational ladder. Lieutenants will be responsible for the day-to-day operations in the absence of the chief or captain. They shall also serve as the public information officer in the absence of the chief and captain.
- b. Lieutenants will be chosen each year by the chief and captain and through the organizational voting process. The number of lieutenants may be varied each year at the discretion of the chief and captain.

IV. Administrator/Advisor

- a. Drexel EMS will be run as a division of the Department of Public Safety. As such, administration would be through the acting Director of Fire & Life Safety, who would become the advisor of Drexel EMS. The Drexel EMS Chief and the Captain in his/her absence will report to the director and all documents and reports would ultimately be filed with the Administrator. The organization advisor must be a full-time member of the faculty, administration, or professional staff of Drexel University. The duties and responsibilities of the advisor shall be to have basic knowledge as to the history, structure, and purpose of the organization be aware of the group's finances and budget, as their approval may be needed for financial transactions, provide useful guidance to help the student organization identify and attain its goals and be knowledgeable of university policies and regulations and civic ordinances, as well as state and federal laws that affect the activity of the organization and maintain ongoing contact with club officers.
- b. The selection/election of the advisor shall be selected by the current advisor and/or voted on by the Chief and Captain. The Chief will work with the organization's advisory board (Department of Public Safety and Drexel College of Medicine) for an appropriate candidate should the current advisor resign or be removed by a vote from 3/4 of the leadership.

V. Medical Director

- a. Medical direction shall be provided by an Emergency Department Physician from Hahnemann University Hospital. The medical director is responsible for overseeing the medical operations of Drexel EMS. The medical director will also be responsible for giving standing medical orders, which will be incorporated into the medical protocols of Drexel EMS.

VI. Treasurer

- a. The Treasurer will be tasked with financial matters for the organization. These include maintaining the budget, developing the next year's budget and placing orders for supplies and equipment. The treasurer will also be responsible for relations with the SAFAC advisor.
- b. The position of Treasurer shall be re-elected at least once per year.

VII. Emergency Management Coordinator

1. The Emergency Management Coordinator will be chosen by a vote of the line officers at the start of each officer year.
 1. The Emergency Management Coordinator will be a line officer
 2. The Emergency Management Coordinator will be responsible for:
 2. Coordinating with Drexel Department of Public Safety Emergency Management personnel
 3. Overseeing the development and updating of Emergency Management policies and procedures
 4. Overseeing the maintenance of Emergency Management supplies, including MCI supplies
 5. Developing and conducting yearly organization wide exercises
 6. Ensure current enrollment status for NCEMSF Ready Campus

VIII. Other Roles

- a. The chief and captain may decide that more supporting roles are needed to fulfill the needs of the organization. These positions may be added or deleted as they see fit. They will be elected at least once per year.

IX. Committees

- a. Committees will be formed at the discretion of the Chief and Captain based on the needs of the organization. A designated officer will be appointed to run all formed committees by the Chief or Captain. All committees will be active until all orders of business for the committee are completed. Committees will be terminated at the discretion of the Chief and/or Captain.



**Drexel University
Emergency Medical Services
Standard Operating Procedures**



Coverage Area

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety
Medical Director

Effective Date: 10/13/11
Amended Date:

- I. The Drexel EMS coverage area is bounded by the same area in which Drexel Police patrol
 - a. 30th to 36th Streets
 - b. Chestnut to Spring Garden Streets
 - c. Vidas Athletic Fields

- II. Any scheduled event occurring outside the normal coverage area must be approved by the Chief or Captain.



Drexel University Emergency Medical Services Standard Operating Procedures



Intoxicated Persons Under 21 Years of Age

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety

Effective Date: 2/19/2015
Amended Date:

- I. Persons under the age of 21 who are presumed to be intoxicated, but do not wish to be transported to the hospital:
 - a. It is the responsibility of the primary/most senior crew member to make the decision as to whether the person is deemed to be clinically intoxicated.
 - i. Common signs of intoxication include, but are not limited to:
 - Bloodshot, glassy, or watery eyes
 - Flushed face
 - Blank stare or dazed look
 - “Thick” or slurred speech
 - Urinary or fecal incontinence
 - Making repetitive or irrational statements
 - Aggressive or belligerent attitude
 - Unsteady gait
 - Change in mental status
 - Smell of alcohol emanating from the patient
 - Persistent vomiting
 - ii. As a point of reiteration, the above signs/symptoms ARE NOT INCLUSIVE. Ultimately the decision rests on the primary crew member as to whether the person is deemed clinically intoxicated.
 - b. If the person is deemed intoxicated by the crew but does not wish to be transported to the hospital, the Philadelphia Fire Department is to be dispatched.
 - c. Regardless of if the patient wants to be transported or sign a refusal, a verbal report will be given to the crew of the responding Philadelphia Medic unit.
 - d. If the crew of the Philadelphia Medic unit chooses to have the patient sign a refusal of care/transportation form, it is still to be documented as a transfer of care to that Medic Unit.
 - e. The responding Philadelphia Medic Unit is responsible for obtaining the refusal.



Drexel University Emergency Medical Services Standard Operating Procedures



Qualified Drivers

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety

Effective Date: 2/19/2015
Amended Date:

I. Qualified Drivers

- a. Only members deemed as qualified drivers shall operate any Drexel EMS vehicle at any time unless being tested or training to become a qualified driver.
 - i. Requirements:
 - Must meet all requirements outlined in PA code 1023.22 EMS vehicle operator
 - Must be deemed an active member for at least six months within the organization
 - Must not have had any **disciplinary** probation within the organization
 - Hold a valid license in the United States for at least two (2) years
 - Pass the Drexel University public safety driver's license check
 - Pass an EMSVO driver training course
 - Pass a final checkride with one of the current line officers for competency and
 - Ability outside any driving training class
 - a. This consists of the trainee (driver's seat) and the line officer (passenger seat) in the vehicle.
 - b. The officer will test the candidate's knowledge of basic inspection and maintenance of the vehicle as well as road rules for emergency response vehicles.
 - c. The candidate will be asked to 'mock' respond to 3 locations within the response zone in a timely and safe manner.
 - d. Signed off by current chief and captain
 - ii. Qualified driver status can be revoked at any time if any one of the above requirements are not met OR if the officers come to a consensus that it is not safe for a member to be a qualified driver
 - iii. Failure to comply with these standards will include remediation and/or penalties deemed necessary by the chief, the university, and department of public safety



Drexel University Emergency Medical Services Standard Operating Procedures



Member Status Requirements

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety

Effective Date: 2/19/2015
Amended Date:

I. Member status shall be reviewed on a term basis.

II. Active

- a. A member is considered an active member if he or she meets the following requirements:
 - i. Minimum of 24 hours of shift time per month
 - ii. Minimum of 2 special events per term*¹
 - iii. Minimum attendance of 50% of all general membership meetings and trainings**²
- b. Active status entitles member to all the rights and privileges to a Drexel EMS member including free training and ConEd.
- c. Within one (1) year of membership every member must be qualified as an EMT in the state of Pennsylvania OR enrolled in an EMT course for Pennsylvania
 - i. Members can also be applying for reciprocity or in a NREMT class within 1 year and that would acceptable for this requirement.
 - ii. Exceptions to this rule will be made on a case by case basis with the majority of the officers agreeing on the decision
- d. In order to maintain an active membership within Drexel EMS members must attend all biweekly scheduled trainings. The only exception to this is an already scheduled EMT class and the training officer and captain must be notified prior to the start of the course.

If a training is missed then the member must make it up via one of the follow ways and provide documentation of completion before the next training to the training officer. The make up must be done between the date of the missed training and the date of the next training. Documentation must be provided via email to the training officer by the start of the next training after the missed one. Listed in order of preference:

- i. 1 PA Prepared Con-ED class for EMT recertification
- ii. 1 FEMA independent study course
- iii. 1 Other approved state or national Con-Ed training course
- iv. 24 hours of shift coverage for Drexel EMS

If documentation is not provided after the first incidence then the training officer will notify the member that upon the next incidence of missed training without documentation of makeup the member's active membership status will be terminated.

Upon the second incidence of missing a training and no make up then the training officer will notify the chief and captain and they will contact the member informing them that they have not met active membership for Drexel EMS and they are now inactive.

¹ This requirement is lifted if no more than two events occur in a term.

² Exemption from meetings is permitted if a member has class during the scheduled time. In such a case, the meeting requirement will not count against them when considering active status

III. Inactive

- a. A member is considered inactive if he or she does not meet the minimum requirements of an active member.
- b. Such member will not be permitted to participate in organization sponsored ConEd, or free training.

IV. Probationary

- a. Any member who is not an EMT or has not yet completed the requirements of new member orientation but meets the active requirements.
- b. These members are permitted to hold positions.

V. Advancement Requirements

a. Probationary Member (Level 1)

- i. ICS 100
<https://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-100.b>
- ii. ICS 700
<https://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-700.a>
- iii. Hazmat Awareness
http://www.saferesponse.com/online_courses/hazardous-materials-responseawareness-level/details
- iv. Bloodborne Pathogen
http://www.saferesponse.com/online_courses/bloodborne-pathogens/details

b. EMT (Level 2)

- i. ICS 200
<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-200.b>
- ii. ICS 800
<http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-800.b>

c. Primary (Level 3)

- i. Successful completion of onboarding program

d. Supervisor (Level 4)

- i. Supervisors are experienced members appointed by the Chief and Captain that are responsible for overseeing all shift operations. Any questions or concerns of the duty crew should be directed to the on duty supervisor.



**Drexel University
Emergency Medical Services
Standard Operating Procedures**



Vehicle Operations

**Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety**

**Effective Date: 2/19/2015
Amended Date:**

- I. When the vehicle leaves the confines of the parking lot it must be fully stocked with all the BLS QRS required equipment and have at least 1 Pennsylvania Certified EMT in the vehicle.

- II. At no time will the vehicle be used for personal use or uses other than responding to calls, routine shift travel and regular required maintenance. Any other use must be approved by the current chief and captain before it is used in any other manner.
 - i. If the chief or captain are unavailable then the fire and life safety director must be contacted.



Drexel University Emergency Medical Services Standard Operating Procedures



MCI Response

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety

Effective Date: 3/25/2016
Amended Date:

In the event that an emergency activation is needed, the following procedure will take place. This includes, but is not limited to, mass casualty incidents (MCIs), active shooters, and any other events requiring medical or fire related assistance. This is only for incidents with large scale impacts that require an immediate response of more than just a single crew from Drexel EMS.

1. Dispatch will notify the designated on duty emergency supervisor via the on duty officer phone. They will then make a decision of what the appropriate response will be for the incident depending on the situation and information provided.
2. Dispatch or the duty officer will then initiate the appropriate response by sending out a dispatch through the "I Am Responding" application
 - i. Tier 1 is all hands
 - ii. Tier 2 is EMTs off probation only
 - iii. Tier 3 is line officers only
3. The dispatch will include the following information
"Emergency Disaster Activation"
 1. Tier level
 2. Nature of event
 3. Staging location or response location
 4. Any other additional information or resources needed
4. Once the page is sent out, the appropriate persons will respond on I am Responding. The duty officer will establish command on scene or delegate command if he/she is unavailable. The Chief, Captain and Training Lt. will go directly to the scene to establish command positions as necessary. The Equipment Lt. and QA Lt. will report to the equipment storage location to gather MCI supplies. Duty officer will be in contact with dispatch about the EMS response and needs until EMS command is established via radio. The secretary and membership officers will report to the staging location and the first one there will assume the role of the staging officer.
5. Once the Equipment Lt and QA Lt have all the supplies deemed necessary, they will transport them to the staging area or directly to the scene, as determined by the IC.
6. Additional Drexel EMS personnel will gather at the staging location and head to the scene when requested by the incident command (IC). The secretary or membership officer will be the point of contact for the stage location. If neither the secretary nor the membership officer are available, then the next highest ranking member to arrive at the staging location will be appointed by the EMS IC.
7. Additional pages may be sent out requesting more manpower, if needed, or to signify that ample manpower is on scene.



Drexel University Emergency Medical Services Standard Operating Procedures



Emergency Standby

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety

Effective Date: 3/25/2016
Amended Date:

In the event that an emergency standby is needed, these protocols will be in effect. This includes but is not limited to: severe weather, large events, impending disaster, and shelter activation.

- I. Requesting person will contact the duty officer. The duty officer will need to then get approval from one other line officer in order of preference: Chief, Captain, Training Lt, Equipment Lt, QA Lt.
- II. The duty officer will then send out a dispatch using the I Am Responding system to see who is available to establish a crew.
- III. Information in the message must include the:
 1. "Emergency Standby Crew Needed"
 2. Nature of event
 3. Meeting location
 4. Number of persons to make crew
 5. Estimated length of deployment
 6. Additional info
- IV. Additional messages will be sent for ample manpower or more manpower is needed. The duty officer will be in contact with dispatch about the event and what else is needed.
- V. There will be a monthly test of the IaR dispatch system during the first training of every month unless otherwise noted. Any members who do not receive the test should contact the captain immediately to correct the issue.
- VI. If available, and not required to fill out the activated crew, the Emergency Management Coordinator will respond to the Department of Public Safety Emergency Operations Center (DPS EOC). If the Emergency Management Coordinator is not available, the highest ranking line officer who is available once the crew is filled will report to the DPS EOC if the DPS EOC is activated.



Drexel University Emergency Medical Services Standard Operating Procedures



CPR Instructors

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety

Effective Date: 3/25/2016
Amended Date:

I. Commitment

- o Must teach at least one AHA Healthcare Provider CPR classes a term
- o Have to teach a Heartsaver Event a term but this depends on the demands for this course
- o If you fail to meet these requirements for three consecutive terms you have to pay DUEMS back the amount of the course which is \$70 dollars

II. Attire

- o DUEMS shirt
- o Khaki pants or EMT pants
- o Sneakers or work boots
- o Don't wear anything that you wouldn't wear on shift

III. Preparation for class

- o Must meet at headquarters an hour before the course starts
- o Make sure that all the mannequins/ equipment is working and present
- o You need to bring your own laptop to set up the DVD. The DVD and projector are located in the set of dresser drawers closet to the kitchen in the officer's room.
- o Course Coordinator will email you roster. There is a CPR Instructor Binder that has tests, and blank answer sheets.
- o Print out three copies of class roster you need to give one to each of the security guards at the two entrances of the DAC, and one for yourself for attendance.

IV. Close

- o Instructors are responsible for cleaning and putting all equipment used away
- o After every course, the instructors should go over the feedback forms and then submit them to the course coordinator for review



**Drexel University
Emergency Medical Services
Standard Operating Procedures**



Confidentiality of Medical Records

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety

Effective Date: 9/22/16
Amended Date:

The medical records of patients are confidential and should not be shared outside of the providers directly involved in the care of the patient and the Quality Assurance Team. Information such as, but not limited to, patient name, address, date of birth, phone number, and social security numbers are all considered protected information and should always be stored in a secure location or on the EMSCharts system.

- I. The Quality Assurance team consists of the Medical Director, Chief, Captain, and QA Lieutenant.
- II. Under no circumstances should a crew member release information about an incident. All requests should go to the Public Relations officer and the Chief. The Public Relations officer and Chief will confer before any information is released.
- III. Any request from a patient for a copy of their own medical records should be forwarded to the Chief.
- IV. Paper copies of patient records may be shredded once the paper record is scanned in and attached to the corresponding digital patient chart. The exception is patient refusals; all patient refusals should be filled out in their entirety before they are submitted to the lockbox. Patient refusals will be filed in a secure location by the QA team.
- V. Serious violations of this SOP will result in suspension from the organization.



Drexel University Emergency Medical Services Standard Operating Procedures



Special Reports

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety

Effective Date: 9/22/16
Amended Date:

A special report must be filed for any: deviation from PA DOH protocols, deviation from Drexel EMS SOPs, incidents of patient harm, incidents of near patient harm, injury to Drexel EMS personnel, damage to Drexel EMS equipment, or issues with personnel on scene. If there is a question as to whether or not a special report should be filled, the crew should contact the chain of command starting with the supervisor on duty, followed by the Captain, then Chief. Only one person on the chain of command must be contacted to advise the crew to complete a special report.

- I. All Special Reports must be completed within 24 hours of the incident. Extensions to this 24 hour period may be granted by the Captain or Chief.
- II. Special reports will be completed through EMSCharts. The Captain and Chief will be included on all special reports. Other relevant officers can be included as necessary.



Drexel University Emergency Medical Services Standard Operating Procedures



Incident Documentation

Approved by:
Chief, Drexel EMS
Director, Fire and Life Safety

Effective Date: 9/22/16
Amended Date:

A Patient Care Report (PCR) must be completed for every event that a DUEMS crew is dispatched to by the Drexel Dispatch Center. This includes events that do not result in patient contact and instances in which the response is cancelled while enroute. Additionally, this includes events that crews may come across inside the response area.

General Requirements:

I. It is the responsibility of the Primary EMT on each crew to ensure that proper documentation is completed.

II. Each PCR will include a 12 digit Incident (Event) Number assigned by Drexel DPS Dispatch. This incident (event) number will be obtained by calling Drexel Dispatch on the non-emergency number, identifying yourself as a member of Drexel EMS, and requesting the Incident Number.

All PCRs will be completed within 24 hours of the responding unit going available. If more time is needed, the primary must contact the Captain/Chief for an extension.

At a minimum, every PCR will include the following information:

- I. Event Number
- II. Crew Names
- III. Dispatch type
- IV. Incident location
- V. Disposition (Treated and transferred/ refusal / No patient / etc.)
- VI. Appropriate time log
- VII. Scene description (if applicable)

At a minimum, all PCRs where patient contact is made will also include: (if any information is unknown, attempt to gather information from the police. If still unknown, document why it is unknown)

- I. Patient full name (if known)
- II. Patient Address (if known)
- III. Patient date of birth (if known)
- IV. Patient age (if known)
- V. Patient SSN (if known)
- VI. One full set of vital signs including; pulse, blood pressure, respiratory rate, pulse oximetry, and Glasgow Coma Scale/Level of Consciousness (if unable to obtain, it must be documented why)
 1. An additional set must be taken *every 5 min* for unstable patients
 2. An additional set must be taken *every 15 min* for stable patients
 3. Evaluation of Patient's Airway
 4. Evaluation of Patient's Mental State
 5. Evaluation of Patient's cardiovascular status
 6. Event log including any treatments/interventions
 7. HPI

Patient Care Reports:

- I. Patient Care Reports are to be completed for each patient who receives treatment from any member of Drexel EMS.