




Helicopter Operations and Landing Communication Plan

 <p>Royal Flying Doctor Service</p>	<ol style="list-style-type: none"> Western Australia Country Health Services (WACHS) Site contacts Emergency Transfer Services (ETS) / Acute Patient Transfer Coordination (APTC) for P 1/ 2 patient transfer on 0418 162 052 if line busy call 1800 951 211. Helicopter transfer determined suitable by Royal Flying Doctor Service (RFDS) Clinical Coordinator/APTC Destination proposed to be Sir Charles Gairdner Hospital (SCGH) or Perth Children's Hospital (PCH) by APTC/RFDS Clinical Coordinator RFDS Helicopter tasked to retrieve patient. 	
Destination	Sir Charles Gairdner Hospital 	Perth Children's Hospital 
Pre-flight Communications	<ol style="list-style-type: none"> APTC contacts SCGH ED Duty Consultant (EDDC) 6457 7255 or other admitting team directly and decision on accepting area confirmed (Emergency Department (ED), Intensive Care Unit (ICU), Neurological Intervention & Imaging Service of Western Australia (NIISWA), inpatient ward etc) SCGH EDDC / admitting team informs other clinical inpatient services including bed manager (6457 2395) who enters the patient onto Enterprise Bed Management (EBM). If for ED, the EDDC enters onto Emergency Department Information System (EDIS). EDDC /accepting area activates the Helipad via Switchboard on Ext 71892 advising: <ul style="list-style-type: none"> Age Sex Accepting area Estimated time of arrival (ETA) 	<ol style="list-style-type: none"> APTC contacts PCH ED Duty Consultant (6456 0010) / Paediatric Critical Care (PCC) Duty Intensivist via switchboard and decision on accepting area / team confirmed. If for ED enter onto ED Expects. PCH ED Consultant / PCC Duty Intensivist informs Hospital Clinical Manager (HCM) via Vocera who enters the patient onto EBM. PCH ED Nursing Shift Coordinator / PCC Duty Intensivist activates the Helipad via Switchboard on Ext 71892 advising: <ul style="list-style-type: none"> Age Sex Accepting area ETA
RFDS Crew depart Jandakot		
RFDS Crew land and package patient at rural site		
In flight / 30 minutes out from QEIMC	<ol style="list-style-type: none"> RFDS Doctor calls SCGH ED Duty consultant to update clinical information (Isobar update, destination within SCGH, IP&C status & ETA) If no answer call SCGH ED BATPHONE on 6457 4777 EDDC updates notify receiving specialty / area EDDC calls Switchboard on Ext 71892 to update ETA if required Switchboard Operator updates Helicopter notification cascade. If specifically requested by RFDS doctor EDDC will arrange Clinical Helipad Retrieval Team support on arrival. 	<ol style="list-style-type: none"> RFDS Doctor calls PCH ED Duty Consultant / PCC Duty Intensivist to update clinical information (Isobar update, destination, IP&C status & ETA) PCH ED Consultant / PCC Duty Intensivist or delegate calls Switchboard on Ext 71892 to update ETA if required Switchboard Supervisor updates Helicopter notification cascade. If specifically requested by RFDS doctor PCH ED Consultant / PCC Duty Intensivist will arrange Clinical Helipad Retrieval Team to support on arrival.
Clinical Deterioration	If patient deteriorates RFDS will call ED Duty Consultant via the SCGH ED BATPHONE 6457 4777 so that arrangements to receive including reconfirming destination can be made.	If patient deteriorates RFDS will call PCH ED Consultant / PCC Duty Intensivist directly so that arrangements to receive, including reconfirming destination can be made.
15 mins out	<ol style="list-style-type: none"> Pilot contacts QEIMC Helipad Landing Officer (HLO) to confirm 'Green Deck' at QEIMC Helipad via Ultra High Frequency (UHF) radio or 0427 666 489. PCH / SCGH Clinical retrieval team arrive at the Heliport if requested. 	
5 mins out	<ol style="list-style-type: none"> Pilot contacts HLO and advises imminent arrival. 	

	<ol style="list-style-type: none"> 2. HLO contacts Switchboard and requests Imminent Arrival notification cascade 3. Switchboard initiates imminent arrival cascade 	
Landed	<ol style="list-style-type: none"> 1. PCH Patient Support Service Supervisor / Helipad Landing Assistant (HLA) follow HLO instructions and assist RFDS and clinical teams as required 2. HLA escorts RFDS doctor and nurse to PCH / SCGH accepting area 3. HLA notifies HLO patient has arrived at accepting area 4. HLO activates 'Patient is in accepting area' on Helipad Lobby touch screen 5. HLA escorts flight doctor and nurse back to helicopter 	
Departure	<ol style="list-style-type: none"> 1. HLO notifies Switchboard helicopter has departed. 2. Switchboard initiates departure cascade 	
Key Site Contacts	SCGH ED Duty Consultant 6457 7255 SCGH ED Shift Coordinator 6457 6700 SCGH ED Bat phone 6457 4777	PCH ED Consultant 6456 0010 PCH ED Nursing Shift Coordinator 64563020 PCH PCC Duty Intensivist via switchboard PCH PCC Shift Coordinator 6456 3410
QEIMC Contacts	Helipad Landing Officer 0427 666 489 Security Control Centre 6456 3002 / 0427823282 Switchboard Supervisor 6457 1892 Switchboard 6456 2222	
RFDS / APTC Contact's	Medical Coordinator 9232 8201 APTC Clinic Nurse Coordinator 0418 162 052 if line busy call 1800 951 211	

Draft for discussion