



INODAYA Hospitals - Kakinada

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Policy on Ambulance Services

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Reference: COP.03.NABH Standards – 6th Edition

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AAC.3 POLICY ON AMBULANCE SERVICES

1.0 POLICY:

The ambulances are to be arranged for the patient to:

- i. Transfer between Home (accident site) to hospital
- ii. Transfer from hospital to Home
- iii. Transfer from other hospital to our hospital
- iv. Transfer from our hospital to other hospital
- v. Transfer for diagnostic purpose

2.0 PURPOSE:

To ensure safe, timely, and appropriate transportation of patients using **Inodaya Hospital's** ambulance services while maintaining high standards of clinical care, communication, and safety during every transfer

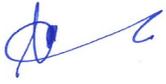
3.0 DISTRIBUTION:

Reception, Emergency Department Ambulance services and Administration

4.0 SCOPE:

This policy applies to:

- All ambulance staff (drivers, paramedics, EMTs, nurses)
- Emergency Department personnel
- Referring and receiving units
- Administrative and support teams involved in ambulance coordination

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Medical Director	Chief Executive officer	Managing Director



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5.0 ABBREVIATIONS:

BLS – Basic Life Support

ACLS- Advanced care life support

6.0 RESPONSIBILITY:

Ambulance Driver

- Ensures vehicle readiness, cleanliness, and road safety compliance.
- Drives safely while following traffic regulations and hospital protocols.
- Coordinates with EMT/paramedic regarding patient needs.

EMT/Paramedic/Nurse

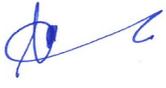
- Provides required clinical care during transport.
- Ensures availability of necessary equipment and medications.
- Documents patient condition before, during, and after transport.

Emergency Control Room / Ambulance Coordinator

- Receives call requests and dispatches appropriate ambulance type.
- Maintains trip logs and ensures timely communication.

Receiving and Referring Units

- Share accurate patient condition and transfer requirements.
- Ensure safe handover/handoff communication.

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Inodaya Hospital shall maintain the following types of ambulances based on need:

1. **Basic Life Support (BLS) Ambulance**
2. **Advanced Life Support (ALS) Ambulance**

7.0 DISTRIBUTION:

Reception, Emergency Department, Ambulance services and Administration.

8.0 TERMS AND DEFINITIONS

For the purposes of this standard, the following terms and definitions apply:

8.1 Road Ambulance Road Ambulance or Ambulance is a specially equipped and ergonomically designed vehicle for transportation / emergent treatment of sick or injured people and capable of providing out of hospital medical care during transit / when stationary, commensurate with its designated level of care when appropriately staffed.

8.2 Patient Any sick or injured person whose condition requires appropriately trained personnel to provide medical care and / or suitable transport.

8.2.1 Emergency Patient : Patient who through sickness, injury or other circumstances is in immediate or imminent danger to life unless emergency treatment and / or monitoring and suitable transport to appropriate medical facilities or medical treatment are provided.

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8.3 Types of Road Ambulances Road Ambulances are designated as follows based on the level of care they can provide

8.3.1 Type A Road Ambulance /Medical First Responder Road Ambulance designed to provide emergent out of hospital medical care to patients when stationary. This vehicle maybe any CMVR approved Category M or L vehicle suitable for the terrain to be used in but will not have the capability to transport patients in supine state or provide them medical care inside the vehicle.

8.3.2 Type B Road Ambulance/ Patient Transport Vehicle Road ambulance designed and equipped for the transport patients who are not expected to become emergency patients.

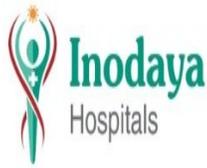
8.3.3 Type C Road Ambulance: Basic Life Support Ambulance A vehicle ergonomically designed, suitably equipped and appropriately staffed for the transport and treatment of patients requiring non-invasive airway management / basic monitoring.

8.3.4 Type D Road Ambulance: Advanced Life Support Ambulance A vehicle ergonomically designed, suitably equipped and appropriately staffed for the transport and treatment of emergency patients requiring invasive airway management / intensive monitoring.

9 . 0 Vehicle Body

9.1 Fire safety

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All interior materials comply with the flammability requirements specified in IS: 15061, as notified under CMV (A) R, 1989 though the standard does not cover ambulance in the scope.

9.2 Fitment of fire extinguisher The ambulance (Type D) equipped with Two fire extinguishers of 2 Kg each.

9.3 Minimum loading capacity The minimum loading capacity shall be 4.

9.4 Partition wall

In type C and D road ambulances, a full partition wall or a partition wall with a door or a window shall separate the driver's compartment from the patient's compartment. Where a door is fitted, it shall be secured against opening if the road ambulance is in motion.

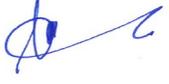
9.5 Openings (Doors, Windows, Emergency Exits)

9.5.1 **General**

The driver seat comply with the requirements of AIS-023:2005 or IS:15546-2005 as applicable and notified under CMVR. There are two openings – one at the rear (door/tailgate) and one at the side (door/window) of the patient's compartment. All openings have seals to protect against the ingress of water and dust.

9.5.2 **Doors**

For Type C and Type D road ambulance, each external door of the patient's compartment shall be fitted with a security system which enables the following: a) lock and unlock from inside

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without use of a key b) lock and unlock from outside with use of a key c) Unlock from the outside using a key when the door is locked from the inside.

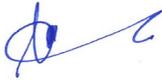
9.5.3 Windows

In the patient's compartment, there are two external windows. One on the side and other at the rear. The windows are positioned or screened to ensure patient's privacy when required. Windows are fitted with safety glasses complying with the requirements of IS:2553 specified under Rule 100 of CMV(A)R, 1989.

10.0 PROCESS DETAILS:

10.1 DESCRIPTION OF THE PROCESS

- Following kinds of ambulances shall be kept/made available to commensurate the scope of services provided by the hospital
 - General ambulance with stretcher, and oxygen cylinder – 2
- Ambulance shall be parked in area demarcated for ambulances. The access way of ambulance to emergency shall be kept clear all the time.
- Ambulance shall not be used as dead body carriage van.
- Movement of ambulance shall be under the control of emergency department under Casualty nursing In-charge.
- Ambulance personnel (driver, nursing staff, ward boy, doctor) shall be trained in BLS.
- A checklist of all equipment and emergency medication shall be maintained in the emergency department if medicines are required to be taken from the Emergency department. This checklist shall be checked on daily basis. Nursing staff with ambulance shall check emergency medicines daily and prior to dispatch. This check list shall be crosschecked by Medical Officer once in a week.
- The Casualty nurse In-charge shall maintain the equipment's and medicines to be taken in the ambulance if required, as given in the checklist below. These

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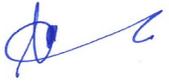
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equipment's and medicines shall be checked on daily basis and prior to dispatch of ambulance.

- The record of these checks shall be maintained in a checklist register with date, time, name and signature of the person performing the check and name and signature of person performing the cross check.
- It shall be ensured that all equipment's and medicines in the checklist are available in the ambulance and in appropriate condition.
- If there is deficiency in availability of any of the equipment or medicine, same shall be intimated to 'Emergency doctor on duty' and his permission taken before dispatch of ambulance.
- Patients while in transit who needs treatment will be provided as per the directions of the emergency department incharge and the vitals and treatment details were documented in Prescribed format available in the ambulance.

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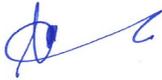
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S. No.	Injections
1.	Adenosine
2.	Adrenaline
3.	Aminophylline
4.	Amiodarone
5.	Avil
6.	Atropine sulphate
7.	Calcium Gluconate
8.	Diazepam
9.	Dicyclomine Hydrochloride

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10.	Dobutamine
11.	Dopamine hydrochloride
12.	Frusemide 10mg/ml
13.	GlycerylTrinitrate
14.	Heparin sodium 5000IU/ml
15.	Hydrocortisone sodium succinate
16.	Insulin soluble 40 IU/ml
17.	Lignocaine IV 2%
18.	Magnesium sulphate
19.	Mannitol 20%
20.	Metoclopramide
21.	Neostigmine
22.	NoradrenlineBitartiate
23.	Phenytoin 50mg/ml
S. No.	Injections
24.	Potassium Chloride
25.	Paracetamol

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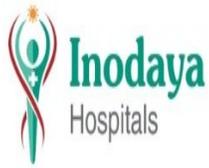
26.	Pralidoxime chloride (2-PAM) 25mg/ml Injection
27.	Salbutamol sulphate Inhalation
28.	Sodium bicarbonate
29.	Sodium Nitroprusside
30.	Succinyl choline 50mg/ml Injection
31.	Tetanus Toxoid Injection
32.	Venoninj. polyvalent Anti-dote
33.	Vitamin K 10mg/ml Injection

Equipment required in the Ambulance

- Stethoscope
- Sphygmomanometer
- Emergency drugs and disposables
- Portable oxygen cylinder with regulator
- Wheel type stretcher with straps
- Cervical collar (adult/paediatric)
- Disaster kits
- Equipment for intubation & resuscitation
- Mobile / other communication devices

LIST OF EMERGENCY MEDICATIONS

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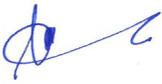
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Given below is a list of emergency medications which will be taken depending on the case or situation

S.NO	Fluids
1.	Normal saline 500 ml
2.	Ringer lactate
3.	DNS
4.	25 % DEXTROSE
5.	Normal saline 100 ml
6.	Plasma Expanders

S.NO	SURGICAL ITEMS
1	Oxygen face mask
2	Nasal prongs
3	ET TUBE (3,3.5,4,4.5,5,5.5,6,6.5,7,7.5,8,8.5)
4	Roller bandages(4" & 6")
5	Ryles tube(14G)
6	IV canula (18 G, 20 G)
7	Examination gloves
8	Surgical gloves(6.5,7,7.5)
9	Sterile surgical pads(big, small)
10	Suction catheter (6,10,12)

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11	Syringes (2cc,5cc,10cc)
12	Insulin syringe
13	3 Way stop cock
14	10 cm extension
15	IV set (micro, macro)
16	Cotton roles
17	Easy fix
18	URO BAG
19	Foleys catheter (16)
20	Surgical blades (11,22)
21	Disposable needles(18G,24G)
22	LP needle
23	AIRWAYS(1,2,3)
24	CHROMIC TRUGUT
25	Paper plaster(1",1/2")
26	Electrodes
27	CARDIAC JELLY
28	Band-aids
29	Pelvic traction kit
30	Soft collars(S,L)
31	Cervical Collar(Hard)
32	Elastic knee support
33	Ankle brace
34	Knee stabilizer
35	Open patella knee cap
36	Extended baseball splint

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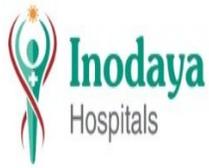
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37	Cort splint(S,L)
38	Baseball splint(S,L)
39	Spoon splints (S,L)
40	Frog splints(S,L)
41	CRAPE bandages (S,L)
S.NO	MEDICAL EQUIPMENT NAME
1	AED machine
2	Defibrillator with monitor
3	AMBU bag (adult, pediatric)
4	Torch light
5	Stethoscope
6	Laryngoscope with blades(adult, paediatric)
7	Oxygen pressure
8	Ventilator
9	BP apparatus
10	Digital BP apparatus
11	FIRST AID box
12	Glucometer with strips
13	Needle destroyer
14	Pressure bag
15	Eterno suction apparatus
16	S.S TRAY
17	S.S. Straight artery
18	S.S curved artery
19	S.S curved scissors
20	S.S straight scissors

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21	S.S curved scissors
22	Nebulizer
23	Clinical thermometer
24	Digital thermometer
25	Dynaplaster
26	Betadine solution
27	Savalon solution
28	Phenyl
29	Dettol solution
30	Hydrogen peroxide
31	Face mask
32	Surgical spirit
33	Spine board
34	Dust bins
35	Cool packs
36	Dettol hand wash
S.NO	MEDICAL EQUIPMENT NAME
1	Sterillium hand rub
2	Kidney trays
3	Bed pan
4	Urinals
5	Stapler
6	Batteries(AA,AAA)
7	Trolley stretcher
8	oxygen cylinder
9	Pillows

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ACCESSORY ITEMS

S.NO	TABLETS
1	Dolo 650mg
2	Pantocid 40mg
3	Cheston cold
4	Loperamide
5	Cetirizine
6	Aceclofenac
7	Oint.Winogel 10gms
8	Oint.sofratas 15gms
9	Volini spray
10	Hand towels
11	Bed sheets
12	Scissors

11.0 INFECTION CONTROL PRACTICES IN AMBULANCE

11.1 INTRODUCTIONS:

The purpose of the “Infection Control Policy” in the ambulance is to protect the emergency worker and the public served from exposure to and transmission of infectious or contagious diseases.

- PATIENT CARE shall mean all tasks involving patient care and tasks related to access to the

Patient shall be considered as a potential for an infectious exposure.

- **ROUTINE CLEANING, DECONTAMINATION, AND MAINTENANCE** of the Ambulance and patient care equipment shall be considered as a potential for an infectious

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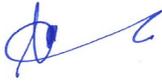
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Exposure.

- **CONTAMINATED APPAREL** worn during patient care that becomes soiled with blood or other body fluids from the patient or other responders shall be considered as having a potential for infectious exposure and shall be decontaminated or disposed of according to policy.
- **FULL BODY SUBSTANCE ISOLATION GEAR** includes gloves, masks, gowns, and Protective eyewear.

11.2 PRE EXPOSURE PLAN:

1. Any responder knowing they will have immediate patient contact shall wear protective gloves and other personal protective equipment as needed. Prior to putting on the protective gloves, the responder should wash his/her hands with soap and water or an antiseptic cleanser for at least ten (10) seconds.
2. Anyone who may have the potential of coming in contact with blood or other body fluids, tissue or any articles potentially contaminated by a sick or injured person should wear appropriate body substance isolation gear.
3. All emergency workers should wear heavy gloves over the protective gloves when the possibility exists of injury from sharp objects, i.e. motor vehicle accident, farm machinery extrication, etc.
4. In a multi-trauma situation, you could be caring for more than one patient. The possibility exists to transmit an infectious disease to other patients. The caregiver will either put on several layers of gloves or carry extra gloves in order to change them between patients. The disposal of gloves will be according to policy for discarding contaminated clothing and equipment.

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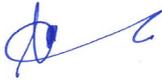
5. When the responder is doing assisted breathing a pocket mask, a resuscitation bag or other ventilation devices with a one-way valve is required. Those in danger of exposure to spurting blood, splashing body fluids or from individuals with known respiratory infection should wear full body substance isolation gear.

11.3 DECONTAMINATION OF AMBULANCE EQUIPMENT:

The following procedure will be followed when decontaminating the ambulance and ambulance Equipment:

1. GLOVES will be worn throughout the cleaning process.
2. EMERGENCY UNIT will be cleaned monthly or more frequently as needed.
3. INFECTIOUS WASTE BAG (Bio/Hazard) should be disposed of according to the hospital policy.
4. **DISPOSABLE EQUIPMENT** will be used only once and thrown away.
5. COT will be cleaned with 1% hypochlorite disinfectant and the sheets, blankets, and pillowcase will be changed after each run.
6. **SUCTION EQUIPMENT** will be cleaned after each use. No secretion will be left in the system. Add equal amounts of 1% hypochlorite solution to the contents of the suction jar; allow to stand for 30 minutes. Then the contents are to be flushed into the sanitation system and then wash the jar with soap and water. Allow the jar to air dry prior to assembling the suction device.
7. **THE TRAUMA KIT** will be emptied and cleaned with soap and water or as instructed by the manufacturer.

11.4 DECONTAMINATION OF AMBULANCE:

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The equipment and emergency unit shall be cleaned after each infectious disease run. The decontamination of the ambulance will be documented and kept on file.

AS TIME PERMITS THE FOLLOWING PROCEDURES WILL BE FOLLOWED IN A HIGHLY INFECTIOUS AMBULANCE RUN: (e.g H1N1 FLU)

1. Remove all equipment that will not be needed for the run.
2. Remove all needed supplies from ambulance storage compartments and places them in a designated area within the ambulance.
3. Using the role of plastic found in the ambulance cut and tape the plastic all around the inside of the unit leaving the air conditioning/heater vents and the outside air vents uncovered. Leave enough slack in the plastic that the responder may sit down without pulling the plastic down.

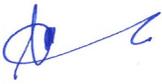
4. SPECIAL CARE SHOULD BE GIVEN TO THOROUGHLY CLEANING THE

FOLLOWING AMBULANCE PARTS AND EQUIPMENT:

- a. The air conditioning /heater ducts (Baciloid Spray)
- b. The sliding tracks on the inside compartment doors (1% hypochlorite)
- c. The wooden spine boards (1% hypochlorite)
- d. All equipment made of canvas (1% hypochlorite)
- e. All equipment used in taking vitals. (70% alcohol)
- f. The defibrillator. (70% alcohol)

11.5 DISPOSAL OF CONTAMINATED EQUIPMENT AND SUPPLIES:

1. Contaminated equipment, clothing and supplies will be double bagged in a biohazard bag and disposed as per hospital policy.
2. All general supplies used in cleaning the ambulance or equipment that has not been exposed to blood or air contamination may be placed in the trash container or poured into the drainage system.

Prepared by: 	Verified by: 	Approved by: 
Dr. Gotham Krishna	Mrs. Lakshmi Lavanya	Dr. G. Rammohan
Medical Director	Chief Executive officer	Managing Director



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11.6 TRANSPORT OF PATIENTS WITH COMMUNICABLE DISEASES

- Movement of patients restricted to bare minimum
- Surgical mask to be worn by patient.
- Open wounds to be covered by dressing
- All the personnel in the receipt area of the patient to be informed prior of patient arrival Conscious, coherent patient educated about his disease and how to limit speed

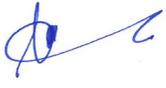
INODAYA HOSPITAL

AMBULANCE TRANSIT FORM

- Patient Name: _____
- Age / Gender: _____
- UHID / IP/OP Number: _____
- Address: _____
- Patient Contact No.: _____

(Verified using Name + UHID/IP Number + Wristband)

- Patient Identification Verified By: _____
 Yes No

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2. Transport Request Details

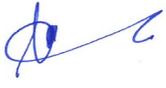
- Date & Time of Request: _____
- Requested By (Name & Designation): _____
- Reason for Transfer / Provisional Diagnosis: _____
- Type of Transfer: Emergency non-emergency Inter-facility Intra-facility
- Type of Ambulance Assigned: BLS ALS Neonatal Mortuary

3. Pre-Transport Assessment (Mandatory for NABH Safe Transport Standards)

Vital Signs Before Transport

- BP: _____ mmHg
- HR: _____ /min
- RR: _____ /min
- SpO₂: _____ %
- Temp: _____ °C

Clinical Condition

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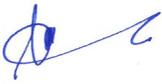
- Consciousness: Alert Verbal Pain Unresponsive
- Airway: Patent Compromised
- Breathing: Normal Distressed On O₂ ____ L/min
- Circulation: Stable Unstable
- IV/Lines/Drains: _____
- Special Precautions: Cardiac Infection Control Isolation Trauma Others: _____

Fit for Transfer Certified By (Doctor/Nurse):

Name: _____ Signature: _____ Time: _____

4. Equipment & Safety Checks (NABH Mandatory)

- Stretcher secured
- Oxygen available and functional
- Suction unit working
- Monitor/defibrillator working
- Emergency drugs available
- PPE used by staff
- Documentation & referral papers attached
- Biomedical waste bags provided

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Checked By (EMT/Nurse): _____ Signature: _____

5. Care Provided During Transit

• Monitoring Done: Yes No

• Oxygen Provided: Yes No (Rate: _____ L/min)

• Medications Administered: _____

• Procedures Performed: _____

• Pain Score During Transit: _____ /10

• Patient Positioning: Supine Lateral Semi-Fowler's Immobilized

• Infection Control Measures Followed: Yes No

6. Patient Condition on Arrival (NABH Handover Standard)

Vital Signs

• BP: _____ mmHg

• HR: _____ /min

• RR: _____ /min

• SpO₂: _____ %

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Mrs. Lakshmi Lavanya

Chief Executive officer

Approved by:

Dr. G. Rammohan

Managing Director



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• Temp: _____ °C

General Condition

Stable Unstable Critical

Comments: _____

7. Structured Handover to Receiving Team (SBAR Format – NABH Requirement)

S - Situation: _____
B - Background: _____
A - Assessment: _____
R - Recommendation: _____

Handover Given To (Name/Designation): _____
Signature: _____ Time: _____

8. Ambulance Staff Details

- Driver Name & Signature: _____
- EMT/Paramedic/Nurse Name & Signature: _____
- Ambulance Number: _____

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9. Patient/Attendant Acknowledgment

I acknowledge safe transfer and receipt of the patient.

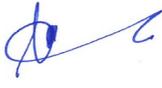
- Name: _____
- Signature: _____
- Contact Number: _____

10. Administrative Section

- Trip Sheet Number: _____
- Start Time: _____
- End Time: _____
- Distance Covered (km): _____
- Billing Verified By: _____

13.0 RECORDS AND FORMATS:

1. Ambulance checklist

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2. Emergency medicine checklist

3. Cleaning check list

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