

OUR SAVIOR'S MEDICAL TRANSPORT, LLC

STANDARD OPERATING PROCEDURES

(SOP)

For EMTs and All Operational Employees

Caring Transportation, Timely Care

Prepared For	OSMT Field Operations
Effective Date	_____
Version	1.0
Applies To	EMTs, drivers, dispatch-support, operations staff, and supervisors

This SOP is an internal operating guide and should be used alongside applicable state EMS rules, medical direction, payer requirements, and agency policy.

Quick-Reference Use of This SOP

Section	What It Covers
1–3	Purpose, scope, roles, and employee expectations
4–7	Shift readiness, patient care, infection control, and transport safety
8–11	Vehicle operations, communications, documentation, and incident reporting
12–15	Professional conduct, confidentiality, supplies, and compliance
Appendix	Acknowledgment and optional supervisor sign-off

1. Purpose

- This SOP establishes the minimum operating standards for safe, professional, and compliant daily performance across OSMT field operations.
- It is intended to promote consistent patient care, vehicle readiness, documentation quality, employee accountability, and protection of patients, staff, and the public.

2. Scope

- This document applies to all EMTs and operational employees assigned to OSMT ambulances, transport vans, dispatch-support, field supervision, or related service functions.
- All personnel are expected to know the portions relevant to their role and to ask a supervisor for clarification before acting outside their training, protocol, or assigned authority.

3. Core Employee Standards

Supervisory rule: when safety and schedule conflict, safety wins.

- Report fit for duty, in proper uniform, and on time for every scheduled shift.
- Treat patients, facility staff, family members, and co-workers with courtesy, dignity, and professionalism.
- Follow lawful instructions, agency policy, applicable EMS rules, infection-control standards, and the direction of the medical director or supervisor, where applicable.
- Immediately report unsafe conditions, equipment failures, injuries, vehicle damage, complaints, privacy concerns, or unusual incidents.

4. Start-of-Shift Readiness

- Complete the daily vehicle safety inspection before placing a unit in service.

- Verify that required medical equipment, oxygen, PPE, stretcher systems, communication devices, and documentation tools are present and functional.
- Confirm fuel level, cleanliness, paperwork/ePCR readiness, and unit status with dispatch or operations.
- Do not place an ambulance in service when a critical deficiency exists. Escalate the issue to supervision immediately.

5. Patient Care and Transport Conduct

- Operate within current certification, agency policy, and approved patient-care protocols.
- Use standard precautions for every patient encounter and escalate PPE when risk warrants.
- Obtain and document key patient information accurately, including condition, vital signs when required, pickup and drop-off locations, times, signatures, and notable events during transport.
- Secure every patient appropriately, protect privacy, explain the transport process calmly, and communicate relevant changes in patient condition without delay.

6. Infection Control and Scene Cleanliness

- Perform hand hygiene before and after patient contact, after glove removal, and after contact with contaminated surfaces.
- Clean and disinfect the patient compartment, stretcher, reusable equipment, and high-touch surfaces after each transport and at shift end.
- Dispose of biohazard waste and sharps in approved containers only.
- Remove visibly soiled linen promptly and restock replacement linen before the next call.

7. Lifting, Movement, and Crew Safety

- Use safe body mechanics and request lift assistance early when a move is beyond safe manual capacity.
- Use stair chairs, stretchers, transfer sheets, restraints, and loading systems correctly every time.
- Do not move a patient in a manner that creates avoidable risk to the patient, crew, or bystanders.
- All seated occupants shall wear seat belts whenever the vehicle is in motion unless patient-care circumstances make temporary removal unavoidable.

8. Vehicle Operations and Driving

- Only authorized and approved personnel may drive agency vehicles.
- Obey traffic laws, drive with due regard, and adapt speed and following distance to weather, road, traffic, and patient condition.
- Use backing precautions, spotters where available, and heightened vigilance in tight spaces, dialysis centers, facility lots, and emergency department zones.
- Report all collisions, near-misses, citations, mechanical concerns, and vehicle damage immediately, no matter how minor they appear.

9. Communications and Dispatch Coordination

- Maintain professional radio, telephone, and in-person communication at all times.

- Promptly acknowledge assignments, status changes, delays, cancellations, and destination issues.
- Do not argue with facilities, patients, or dispatch over open radio channels or in public areas.
- Escalate problems that may affect service delivery, crew safety, or billing integrity as soon as they are recognized.

10. Documentation and ePCR Standards

- Documentation must be accurate, timely, legible, complete, and consistent with what actually occurred.
- Never guess, pre-chart, alter facts, copy forward false information, or sign for another person.
- Complete all required forms before end of shift unless specifically directed otherwise by supervision.
- Corrections must follow agency process and preserve the integrity of the original record.

11. Professional Conduct, Confidentiality, and Social Media

- Patient information is confidential and shall only be discussed with authorized persons who need it for treatment, operations, billing, or compliance purposes.
- Do not post, photograph, record, text, or share patient-identifying details, scenes, addresses, facility incidents, or internal agency matters on social media or personal devices.
- Harassment, discrimination, retaliation, threatening conduct, dishonesty, impairment, and diversion of company resources are prohibited.
- Employees represent OSMT in every public interaction and are expected to protect the agency's reputation through mature judgment and respectful behavior.

12. Supplies, Equipment, and Asset Control

- Use company property responsibly and return all reusable equipment to its assigned location after use.
- Restock used items promptly and document shortages, expirations, damage, or missing equipment.
- Do not remove company assets, consumables, or electronic devices for personal use or off-duty use without authorization.
- Maintain orderly compartments so critical items are easy to locate during time-sensitive situations.

13. Facilities, Marketing, and Client-Facing Expectations

- Employees should maintain a clean, welcoming appearance of the office, unit, and client-facing materials.
- When interacting with dialysis centers, hospitals, clinics, case managers, and families, staff should be informative, respectful, and service-oriented.
- Only authorized personnel may quote rates, negotiate contracts, make formal marketing promises, or represent the agency in regulatory matters.
- Concerns raised by clients or facilities should be documented and routed through proper supervisory channels.

14. Incident Reporting and Corrective Action

- Complete an incident report for injuries, exposures, patient complaints, falls, refusals where required, equipment failures, medication variances where applicable, privacy concerns, collisions, and unusual events.

- Notify supervision immediately for any event that could affect patient safety, legal exposure, licensure, reimbursement, or agency reputation.
- Participation in retraining, coaching, performance review, and corrective action processes is mandatory when assigned.
- Repeated noncompliance with SOP, protocol, documentation standards, or safety requirements may result in progressive discipline.

15. Supervisory Review and Updates

- Supervisors should review this SOP with new hires during onboarding and reinforce critical sections during field orientation.
- The SOP should be reviewed periodically and updated whenever operational needs, regulatory requirements, or agency structure materially change.
- Employees may suggest revisions when they identify workflow gaps, ambiguity, or safety improvements.

Role Snapshot by Employee Group

Employee Group	Primary Responsibility	Non-Negotiable Standard
EMT	Patient assessment, care, transport monitoring, documentation	Operate within certification and complete accurate patient records.
Driver/Support	Safe vehicle operation, loading assistance, route awareness, readiness checks	Drive with due regard and never bypass unit safety deficiencies.
Supervisor	Oversight, escalation, coaching, compliance follow-up	Remove unsafe units or practices from service promptly.

Standard Daily Workflow

Phase	Expected Action
Before service	Arrive, clock in, inspect unit, inventory supplies, verify communications, and confirm service readiness.
On assignment	Acknowledge call, review trip details, prepare equipment, and coordinate safe pickup.
At pickup	Identify patient, explain transport, assess immediate needs, secure belongings and documentation.
During transport	Monitor patient as required, maintain safe operation, and communicate changes promptly.
At destination	Transfer patient safely, obtain required signatures, and close out documentation accurately.
After transport	Clean unit, restock, update status, and report any deficiency or event.
End of shift	Complete restock, decontamination, mileage/fuel logs, incident reports, and handoff notes.

Employee Acknowledgment

I acknowledge that I have received, read, and understand the OSMT Standard Operating Procedures. I understand that I am responsible for following applicable sections of this SOP, seeking clarification when needed, and performing my duties in a safe, lawful, and professional manner.

Employee Name	_____
Position/Role	_____
Signature	_____
Date	_____
Supervisor/Witness	_____

Optional agency note: This SOP may be supplemented with separate protocols for dispatch, billing, vehicle maintenance, infection control, emergency operations, and payroll/timekeeping.