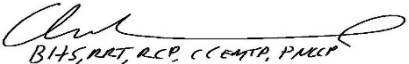


<p><i>Air Ambulance Caribbean, Inc. dba AeroMD</i>          Job Description: <i>Aeromedical Communications Specialist / Flight Coordinator</i></p>	<p>Date: 24, October 2014          Prepared by: David W. Garrard, VP-AeroMD          Signature:   <i>BITS, RRT, RCP, CCEMT, PAACP</i></p>
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**SUMMARY:**

The AeroMD Communication Center’s Aeromedical Communications Specialist / Flight Coordinator provides the initial point of contact for referral sources such as hospitals, physicians, emergency workers, governments, patients, their families and the general public for both emergent and non-emergent aeromedical patient transports. The ACS is credentialed as a Certified Flight Communicator / Coordinator aka CFC. The CFC acts as an agent of the company to sell our service and coordinate all aspects of each transport excluding the Operational Control. Additionally, any assistance required for patient placement and customer service for our patients, their families, and our customers is provided as part of the customer service experience. The CFC will work with all 3<sup>rd</sup> party payors to pursue financial security. In cases where the patient is responsible, the CFC will be responsible for collections. The CFC also provides communication oversight to the flight teams of the AeroMD air ambulance transport program and ensures safety via flight following.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Answers and screens all incoming calls inquiring about patient transports as the initial point of contact for referral sources for both emergent and non-emergent flight requests
- Pursues all 3<sup>rd</sup> party payors first in an effort to reduce or eliminate an out-of-pocket expense for the patient
- When applicable, provide quotes utilizing the current software system to requestor
- Coordinates with the AeroMD Administrator on Call (AOC) to obtain acceptance of any questionable flights not meeting AeroMD auto-acceptance criteria
- Obtain all necessary permits, state department clearances and customs clearances that may be required for foreign air travel and provide to current 135 Air Carrier Provider
- Schedules and coordinates flights with counterpart at Bohlke International Airways
- Arranging payments on cash flights such as credit cards, bank wires or healthcare financing.
- Coordinates with 3<sup>rd</sup> party insurance billing, AeroMD Finance and the Patient’s Family to ensure flight is financially covered and if needed, sufficient deposits are secured or the flight is paid in full.
- Assists patients and their families in completing the application for financing of the transport/flight via AeroMD’s partnering healthcare finance companies online application and completing the contracts once approved
- Enters appropriate patient demographic and transport information into the current CAD Software System
- Coordinates resources for the transport such as ground ambulance transport of flight crew to and from facilities on both ends of flight with and without the patient
- Coordinates overnight accommodations and rental car if flight crew is timing out prior to return necessitating overnight stay
- Dispatching of appropriate Medical Flight Team and appropriate aviation asset using current protocol



- Provide flight following by monitoring of the aircraft's flight track, speed, Longitude and Latitude and ETA to next destination. Update all parties on ETA and status when applicable
- Communicating with the Medical Flight Team on all stops or via satellite phone and obtaining patient updates once the patient is within the team's care. Updating the family and receiving facility of the patient's ETA and status after each communication with the medical flight team and ensuring the ground ambulance is aware of the aircraft's ETA and standing by upon arrival to prevent a wait or at least minimize it
- Communicating with the Medical Flight Crew while in flight via Satellite Phone onboard the aircraft
- Monitoring the Medical Flight Crew's via current software while on the ground when separated from the aircraft and monitoring for any panic alarms
- Providing flight following until aircraft returns to base
- Initiating any emergency procedures in the event of an incident or accident according to the current PAIP
- Participate in monthly education
- Participate in company committees

**QUALIFICATIONS:**

The qualifications listed are representative of those required to successfully fulfill the job responsibilities, but may be adjusted for specific positions.

**Required:**

**Education:** High School Diploma, NAACS CFC Course but may obtain at first opportunity.

**Experience:** Prior customer service experience required, prior telephone sales experience.

**Licenses:** NAACS CFC Certification required but may obtain at first opportunity.

**Certificates:** Provider status in Healthcare Provider BLS (will provide during orientation)

**Preferred:**

**Education:** AS, AAS, or BS degree, NAACS ACC – Advance Communicator Course

**Experience:** Pre-hospital EMS experience, Prior Air Ambulance Telecommunication experience, 911 Telecommunication experience, or EMD experience preferred but NOT required.

**License & Certificates:** ACC – Advanced Flight Coordinator / Communicator Certification preferred but will provide opportunity to obtain. EMT, EMT-I or EMT-P certification preferred, will assist with obtaining EMT, EMD preferred, Healthcare Provider BLS Instructor Certification preferred but will assist with obtaining.

**COMPETENCIES:**

Competency as defined by NAACS, CAMTS, EURAMI, NAAMTA, and AeroMD's Communication Manager.

**SKILLS:**

Skills as required to practice telecommunication and flight coordination as defined by NAACS, CAMTS, EURAMI, and or NAAMTA.



**PHYSICAL DEMANDS:**

Physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing duties of this job, the employee is regularly required to use hands to perform data entry, writing, answering comms, reaching with hands and arms, and speaking and hearing. The employee is frequently required to sit for long periods of time. The employee is required to see and watch monitors and maps to monitor aircraft and crews.

The employee is required to maintain adequate physical conditioning to be able to perform job duties. Job duties are often performed at high stress levels requiring employee to function effectively and independently while maintaining good working relationships with other CFC's, case managers, patients' families and customers.

The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

**WORK ENVIRONMENT:**

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

While performing duties of this job, the employee frequently works in quiet dimly lit locations. The noise level in the work environment is usually quiet, It's important to be able to hear incoming calls from referral sources and comm's from aircraft and/or crews. Pre-employment and annual audiograms may be provided to monitor for hearing loss. Noise attenuation devices will be provided to all employees, but it is the employee's responsibility to utilize these devices to prevent hearing loss.

We are proud to be an EEO/AA employer M/F/D/V. We maintain a drug-free workplace and perform pre-employment substance abuse testing as well as we reserve the right to perform random substance testing.