



Indiana University Health

Specialist-Critical Care Transport Communications

The Communications Specialist is a member of the transport team who works in the communications center to help triage patients to the correct level of medical transport care, communicates with ground and flight crews, provides flight/ground following and communications, assists with quality improvement measures, coordinates daily resources and assists with a variety of short and long-term projects. Works collaboratively with others to deliver the safest and highest quality patient and family centered care possible during transport. Works within the standards of governing and regulatory bodies for medical transport, aviation vendor operations manual and Federal Aviation Administration rules and regulations.

Qualifications / Knowledge / Skills / Abilities

- Requires Certified Flight Communicator certification or equivalent training within 18 months of hire; Must maintain current certification by completing required continuing education courses.
- Requires successful completion of a dispatch orientation program upon hire.
- Requires a minimum of 3 years of relevant industry experience; EMT certification preferred. Dispatch experience preferred.
- Requires excellent communication skills; in-depth knowledge of communication equipment and technology; and knowledge of transport responsibilities in order to give and receive critical information accurately.
- Remains current and active in the profession and the medical transport industry.
- Completes clinical rotations or operational experiences as assigned and by the completion due date.
- Willingly explores as well as accepts and implements new industry standards in order to strive for higher quality outcomes and improved efficiency.
- Make independent, clinically and operationally competent decisions in a challenging work environment.
- Ability to work in a sometimes; loud, distracting, and stressful environment.
- Maintaining professional and friendly communication with customers, peers, and leadership at all times.
- Ability to type a minimum of 20-30 words per minute. Ability to work with computer programs such as MS Word, MS Excel, and our CAD system.
- Computer literate and able to learn new programs including e-mail and text messaging.
- Capable of hearing, understanding, and speaking clearly for others to understand; face to face, via telephone, and via radio.
- Determines own learning needs and seeks those skills to develop.