

Department of Veterans Affairs  
Emergency Management Strategic Healthcare Group

**Patient Reception Area  
Operations Section**

**Position Descriptions and Operational Checklists**

*3/28/03*

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## Introduction

Figure One illustrates an Airport Patient Reception Team (PRT) organization. This document contains Position Descriptions and Operational Checklists for the three (3) Operations Groups identified by shading in Figure Two. In Figure Two, the relationship between the Airport PRT and the larger Patient Reception Area (PRA) Incident Management System organization is shown. A companion document contains the remaining Position Descriptions for this overall PRA Incident Management Structure.

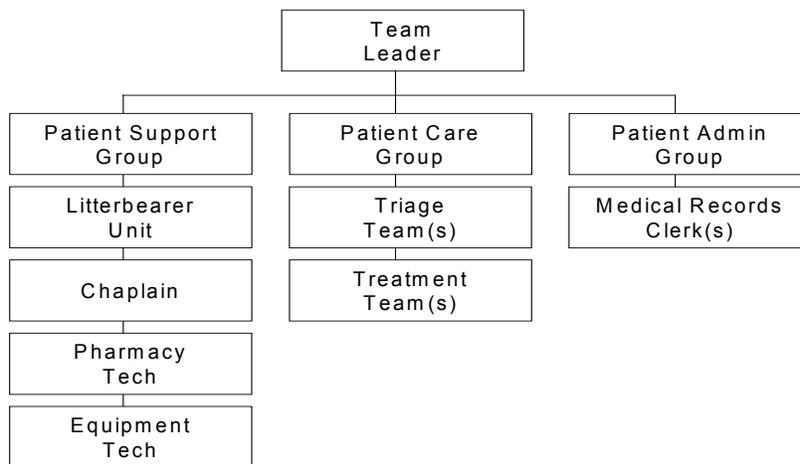


Figure One: Airport Patient Reception Team Organization

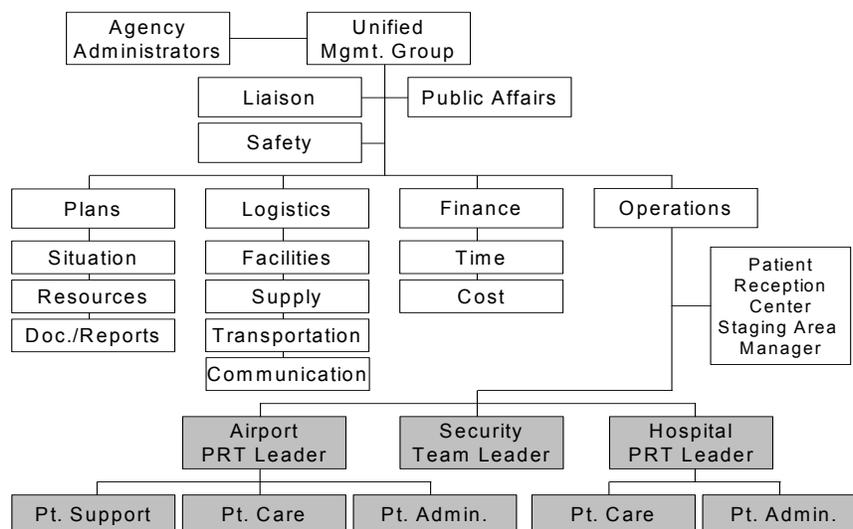


Figure Two: Patient Reception Area Incident Management Structure

## GENERAL OPERATIONAL CHECKLIST

The following are general items that pertain to all personnel involved in Patient Reception Team (PRT) operations.

### **Prior to Activation**

- Keep your contact information current;
- Make sure your supervisor is aware of your assignment with the PRT;
- Ensure personal and/or team equipment is in a ready state;

### **Upon Activation**

- Receive notification of selection and assignment from PRT management;
- Notify your supervisor of your assignment;
- Monitor information from local sources such as internet, radio, and television;
- Participate in briefings and meetings as requested;
- Report to the assigned Assembly Point at the prescribed time;
- Complete check-in procedures;
- Carry out assignments as directed.

### **On-Site Operations**

- Participate in the briefings and meetings as appropriate;
- Ensure your physical readiness through proper nutrition, water intake, rest, and stress management techniques;
- Ensure use of all safety practices and procedures;
- Ensure proper equipment needs are met and equipment is operational prior to each work period;
- Report any signs/symptoms of stress, injury, fatigue, or illness in yourself or co-workers to your immediate supervisor;
- Brief your shift replacement fully on all ongoing operations when relieved at operational period rotations;
- Prepare and maintain records and reports, including Unit Logs, as appropriate;
- Carry out assignments as directed.

### **Deactivation**

- Participate in the briefings and meetings as requested;
- Return all assigned equipment to appropriate location;
- Participate in stress management and After Action Report (AAR) activities;
- Submit comments to your supervisor for discussion and possible inclusion in the AAR. Comments submitted should include a review of pertinent position descriptions, operational checklists, and procedures for recommended changes. They should also include but not be limited to noting Section accomplishments and issues; and
- Carry out assignments as directed.

**AIRPORT PATIENT RECEPTION TEAM (PRT)  
LEADER  
POSITION DESCRIPTION**

**Functional Description**

The Airport Patient Reception Team (PRT) Leader is responsible for managing all airport patient reception activities from the time of activation through the return to the VA Medical Center including all resources (i.e., personnel and equipment). Within the Incident Management System, The PRT Leader reports directly to the Operations Section Chief (OSC).

**Description of Duties**

- Manages and ensures proper and timely completion of the overall PRT function of providing medical care to patients;
- Ensures all PRT personnel are properly credentialed and have completed all administrative requirements;
- Ensures that supplies and support necessary to accomplish assignments and activities are available;
- Supervises subordinates;
- Interacts with the OSC for the coordination of PRT activities and support requirements;
- Attends briefings with the OSC and ensures all PRT personnel are kept informed of mission objectives and status changes;
- Provides input to regular Situation Reports (SITREPs);
- Ensures the completion of all required reports and maintenance of records.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Upon receipt of advisory or alert, confirm the notification and obtain instructions from OSC. Obtain or update 24-hour contact numbers;
- [ ] Review the PRTs mobilization guidelines and coordinate activities of the PRT;
- [ ] Brief staff positions on:
  - Current situation status;
  - Schedule of events if activation occurs;
  - Mobilization timetable, if activation occurs;
  - Team selection; and
  - Appropriate personal gear and equipment required for the specific disaster area climate and location.
- [ ] Assemble PRT personnel at the VA Medical Center, if appropriate;
- [ ] Coordinate with Logistics Section Chief for all equipment, facilities, transportation and communications needs during the mission;
- [ ] If necessary, deploy an advance element of the PRT to assess alternate sites;

## **On-Site Operations**

- [ ] Contact OSC and receive an initial briefing to include:
  - Incident SITREP;
  - PRT objectives and assignment;
  - Operational work periods;
  - PRT support layout and requirements;
  - Communications procedures;
  - Procedures for requesting supplies and equipment; and
  - Local and site hazards and personal safety precautions.
- [ ] Ensure an initial full PRT briefing to all personnel is conducted to include:
  - Airport PRT organizational structure;
  - Chain of command;
  - Latest event information;
  - Environmental conditions;
  - Media issues and procedures;
  - Safety and health issues;
  - Communications procedures;
  - Operational work periods;
  - PRT support layout and requirements;
  - Process for requesting supplies and equipment;
  - Local and site hazards and personal safety precautions; and
- [ ] Participate in planning and strategy sessions with airport officials;
- [ ] Identify PRT support requirements and resupply process:
  - Provisions (i.e., food, water, etc.);
  - Support personnel;
  - Transportation requirements.
- [ ] Evaluate the capability of assigned resources to complete the assignment. Order additional resources if needed;
- [ ] Ensure that sufficient resources are assigned to assist with the unloading, sorting, and setup of the PRT equipment cache and facilities;
- [ ] Conduct regular PRT meetings and daily briefings. Identify:
  - Who should attend;
  - Schedule; and
  - Unique agenda items.
- [ ] Resolve any coordination, communications, and personnel problems within the PRT;

## **Deactivation**

- [ ] Brief PRT personnel on mission status, reassignment, and demobilization determinations;
- [ ] Ensure that personnel are assigned to assist with the breakdown of the PRT equipment cache and policing of the area;
- [ ] Ensure all performance evaluations are completed.

**AIRPORT PRT  
PATIENT SUPPORT GROUP COORDINATOR  
POSITION DESCRIPTION**

**Functional Description**

The Patient Support Group Coordinator manages all patient care support services at the Patient Reception Center, including litterbearing, chaplain services, pharmacy and equipment supply. Within the Incident Management System, the Patient Support Group Coordinator reports directly to the PRT Leader.

**Description of Duties**

- Manages the patient care support activities;
- Supervises subordinates;
- Determines the Group's staffing and logistical needs and requests additional resources as necessary;
- Ensures Universal Precautions for all personnel against exposure to communicable diseases;
- Provides operational objectives for the next operational period;
- Coordinates operational actions with PRT Leader;
- Receives briefings and SITREPs and ensures that all Group personnel are kept informed of mission objectives and status changes;
- Identifies deficiencies and implements corrective actions as needed within the Group;
- Provides situation updates to the PRT Leader and maintains records and reports of Patient Care Support Group activity.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Participate in initial planning meeting with PRT Leader;
- [ ] Address patient care support needs and requirements with Patient Care Group Coordinator and/or PRT Leader;
- [ ] Select remainder of Group personnel from PRT roster and initiate contact;
- [ ] Meet with assigned personnel to determine if they are personally prepared and adequately equipped to perform their assignment;
- [ ] Ensure that assigned personnel are adequately briefed on and understand:
  - Individual and PRT performance expectations;
  - PRT problem-solving processes; and
  - Methods for establishing and changing PRT priorities.
- [ ] In conjunction with the PRT Leader and OSC, identify and initiate any outside logistical requirements necessary for the PRT to deploy personnel and equipment.

### **On-Site Operations**

- [ ] In coordination with Patient Care Group Coordinator, set up functions to ensure they support a systematic approach to triage, treatment, and transportation areas;
- [ ] Participate in briefing by OSC and PRT Leader and local officials.
- [ ] Begin overall assessment process to determine:
  - Work schedules for extended operations;
  - Rest and rotation periods for Group personnel; and
  - Adequacy of support facilities.
- [ ] Continually evaluate the Group for effectiveness and modify as appropriate. This should include:
  - Appropriateness and effectiveness of medical support provided;
  - Assessment of equipment shortages, needs, and implications to effectiveness;
- [ ] Evaluate the capacity of assigned resources to complete the assignment;
- [ ] Resolve any coordination, communications, or personnel issues within the Group;
- [ ] Provide the PRT Leader with periodic progress reports that identify accomplishments or potential conflicts. Identify the availability of medical resources;
- [ ] Participate in development of the Incident Action Plan;
- [ ] Keep PRT Leader apprised of supply deficiencies and/or equipment malfunctions; and
- [ ] Submit daily summary reports and appropriate forms to the PRT Leader.

### **Deactivation**

- [ ] Provide input into the Demobilization Plan on patient care support requirements;
- [ ] Ensure that all equipment is returned to the Logistics Section;
- [ ] Notify the PRT Leader and Logistics Section of any operational equipment loss and potential maintenance requirements of tools and equipment;
- [ ] Prepare the Patient Care Support performance critique for the AAR process;
- [ ] Ensure all documentation is completed and submitted to the PRT Leader; and
- [ ] Ensure all performance evaluations are completed.

**AIRPORT PRT  
LITTERBEARER UNIT LEADER  
POSITION DESCRIPTION**

**Functional Description**

The Litterbearer Unit Leader position is responsible for on-ground patient movement activities, including off-loading the aircraft, ensuring the safe movement of ambulatory and non-ambulatory patients to the Patient Reception Center, and to awaiting transportation. Within the Incident Management System, the Litterbearer Unit Leader reports directly to the Patient Support Group Leader.

**Description of Duties**

- Oversees aircraft off-loading and litterbearing activities.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Receive an initial briefing from the Patient Support Group Coordinator.

**On-Site Operations**

- [ ] Ensure sufficient equipment and personnel to move patients from the aircraft to the Patient Reception Center and to awaiting transportation.
- [ ] Discuss aircraft offloading procedures with litterbearer staff.
- [ ] Monitor litterbearing activities to ensure the health and safety of staff and patients.

**Deactivation**

- [ ] Assist in the critique of the PRT performance.

**AIRPORT PRT  
CHAPLAIN  
POSITION DESCRIPTION**

**Functional Description**

The Chaplain position is responsible for pastoral services associated with patients and their families. Within the Incident Management System, the Chaplain reports directly to the Patient Support Group Coordinator.

**Description of Duties**

- Provides pastoral services to patients from different denominations, including family counseling and spiritual guidance services;
- Conducts last rites to patients when necessary;
- Performs spiritual guidance sessions for patients and families; and
- Provides pastoral and spiritual guidance services to PRT members while deployed on a mission.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Receive an initial briefing from the Patient Support Group Coordinator.

**On-Site Operations**

- [ ] Ensure availability to provide care and comfort to victims at or near the site;
- [ ] Provide last rites or equivalent services as required to victims at the disaster site or other appropriate site;
- [ ] Provide for spiritual care or comfort needs of PRT members as requested;
- [ ] Provide spiritual guidance sessions for victims and family members at the disaster site; and
- [ ] Liaison with the local area religious community to offer assistance, if requested.

**Deactivation**

- [ ] Ensure all records are completed and submitted to the Patient Support Group Coordinator; and
- [ ] Assist in the critique of the PRT performance.

**AIRPORT PRT  
PHARMACY UNIT LEADER  
POSITION DESCRIPTION**

**Functional Description**

The Pharmacy Supply Unit Leader is responsible for maintaining sufficient supplies and quality control of drug and solution stocks. Within the Incident Management System, the Pharmacy Unit Leader reports directly to the Patient Support Group Coordinator.

**Description of Duties**

- Maintains drug and solution stocks;
- Assures that solutions are maintained in accordance with sterile procedures;
- Visually checks containers and bottles of drug solutions to ascertain that they are clear and do not contain foreign particles. Removes contaminated substances from the inventory;
- In conjunction with the Patient Support Group Coordinator, orders, receives, and maintains adequate stocks of pharmaceutical supplies;
- As necessary, provides information concerning the availability of pharmaceuticals, dosages available, etc., compiles drug information, and maintains appropriate references;
- Maintains an inventory system of available pharmaceuticals;
- Packages and labels all products including those with complex chemical properties;
- Stores pharmaceuticals for distribution during the mission;
- Checks stocks for expiration dates and rotates stocks as required avoiding expiration dates;
- Inventories and records pharmaceutical stocks and recognizes consumption and supply levels;
- Assures correct labeling of drug stocks and solutions;
- Maintains a system for the security of controlled drug supplies, even under adverse conditions;
- Identifies shortages in the inventory and brings any to the attention of the Patient Support Group Coordinator;
- Packs and loads pharmaceutical materials while assuring sterile conditions are maintained; and
- Keeps accurate record of materials taken from the inventory.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Perform an assessment of the pharmacy cache for immediate deployment. Address any critical shortfalls;
- [ ] Check stock for expiration dates. Remove or replace any expired prior to deployment;

- [ ] Load pharmacy portion of the cache for transportation from home base; and
- [ ] Assist in assessment of pharmacy cache readiness.

### **On-Site Operations**

- [ ] Setup pharmacy and proper storage facility in location determined by Patient Support Group Coordinator;
- [ ] Record inventories, issuance, and requisitions;
- [ ] Provide for the security of dangerous drugs; and
- [ ] Monitor use of stocks and submit re-supply requests to Patient Support Group Coordinator as necessary to maintain sufficient levels.

### **Deactivation**

- [ ] Notify Patient Support Group Coordinator of any non-accountable pharmaceuticals;
- [ ] Repack pharmacy cache for transportation to home base;
- [ ] Perform a complete inventory of all pharmaceuticals. Replace any shortages necessary for operational readiness; and
- [ ] Assist in the critique of the PRT performance.

**AIRPORT PRT  
EQUIPMENT UNIT LEADER  
POSITION DESCRIPTION**

**Functional Description**

The Equipment Unit Leader sets up and maintains patient care equipment; packs equipment; and operates motor vehicles. Within the Incident Management System, the Equipment Unit Leader reports directly to the Patient Support Group Coordinator.

**Description of Duties**

- Sets up and maintains all necessary patient care equipment at the Patient Reception Center.
- Performs troubleshooting duties to correct minor problems or malfunctions;
- Takes initial steps to secure immediate replacement in cases of major problems;
- Packs necessary equipment for the PRT. Selects the method and technique for packing, packing devices, and material to be used on the basis of item's size, type, weight, shape, fragility, mode of transportation, and destination;
- Packs commodities, such as medical, surgical, dental, and laboratory supplies and equipment, including instruments and furnishings of various size, weight, and shape requiring a number of packing and crating methods. This includes pharmaceuticals, drugs, biologicals, chemicals, reagents, and other items requiring special handling and great care in the selection of packaging methods and materials;
- Drives, as necessary, medium size trucks, light vehicles, and warehouse equipment, assuming vehicle operator duties and responsibilities when driving; and
- Obtains appropriate information on maintenance contracts.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Assist with assessment of the status of the equipment cache for immediate deployment. Address any critical shortfalls; and
- [ ] Assist in loading and transporting the equipment cache from home base to the Patient Reception Center.

**On-Site Operations**

- [ ] Set up patient care equipment at locations determined by the Patient Support Group Coordinator;
- [ ] Accounts for any vehicles assigned to the PRT. Drive vehicles as necessary to assist in the operation of the PRT;

**Deactivation**

- [ ] Disassemble equipment and dispose of materials in an appropriate place;

- [ ] Police Patient Reception Center to ensure removal of all waste materials that could become a health or safety risk, including discarded construction materials;
- [ ] Dispose of gasoline, oils, etc., in a safe and proper manner;
- [ ] Ensure power sources used are disconnected and rendered safe;
- [ ] Ensure all equipment is returned to equipment cache;
- [ ] Inventory remaining maintenance supplies. Repack for transportation to VA Medical Center;
- [ ] Assist in the repacking and transportation of the equipment cache;
- [ ] Assist in the critique of the PRT performance.

### **Sample Equipment List**

- Litters
- Litter Stands
- Defibrillator
- Suction
- IV poles
- Blankets
- Trash bags
- Hibiclens
- Supplies from SPD:
  - Dressing
  - Urinals
  - Bedpans
  - Cups
  - Tape
  - OR packs
  - O2
  - Crash Cart
  - BP Cuffs
  - Stethoscopes
- Supplies from Pharmacy:
  - IVs
  - Irrigation Saline

**AIRPORT PRT  
PATIENT CARE GROUP COORDINATOR  
POSITION DESCRIPTION**

**Functional Description**

The Patient Care Group Coordinator manages triage and treatment of patients at the Patient Reception Center. Within the Incident Management System, the Patient Care Group Coordinator reports directly to the PRT Leader.

**Description of Duties**

- Manages triage and treatment activities and assists the Triage Team Leader with patient distribution determinations;
- Meets the aircraft Medical Crew Director (MCD) and assists the Triage Team Leader in assessing the current conditions of the patients prior to and during off-loading;
- Supervises subordinates;
- Facilitates the operations of the Group to ensure quality patient care;
- Determines the Group's staffing and logistical needs and requests additional resources as necessary;
- Provides operational objectives for the next operational period;
- Coordinates operational actions with PRT Leader;
- Receives briefings and SITREPs and ensures that all Group personnel are kept informed of mission objectives and status changes;
- Identifies deficiencies and implements corrective actions as needed within the Group;
- Provides situation updates to the PRT Leader and maintains records and reports of Group activity; and

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Participate in initial PRT planning meeting with PRT Leader;
- [ ] Address medical requirements of PRT based on information obtained;
- [ ] Select remainder of triage and treatment personnel from PRT roster and initiate contact;
- [ ] Meet with assigned personnel to determine if they are personally prepared and adequately equipped to perform their assignment;
- [ ] Ensure that assigned personnel are adequately briefed on and understand:
  - Individual and PRT performance expectations;
  - Problem-solving processes; and
  - Methods for establishing and changing priorities.

- [ ] In conjunction with the PRT Leader and Patient Support Group Coordinator, identify and initiate any outside logistical requirements necessary for the PRT to deploy personnel and equipment; and
- [ ] Ensure appropriate medical coverage for any acute PRT member medical emergencies is maintained during mobilization and deployment.

### **On-Site Operations**

- [ ] Supervise set up of triage and treatment functions in order to provide a systematic approach to patient care. Include sufficient space for triage, treatment, and transportation areas;
- [ ] Participate in briefing by OSC and PRT Leader and local officials;
- [ ] Perform a general needs assessment and locate available resources. Convey any information to the PRT Leader indicating the need for additional resources or specialized medical capabilities;
- [ ] Begin overall assessment process to determine:
  - Functional requirements and immediate needs;
  - Work schedules for extended operations;
  - Rest and rotation periods for triage and treatment personnel; and
  - Adequacy of support facilities.
- [ ] Meet aircraft Medical Crew Director to assist with assessment of patient condition(s).
- [ ] Manage triage and treatment activities.
- [ ] Continually evaluate the triage and treatment teams for effectiveness and modify as appropriate. This should include:
  - Appropriateness and effectiveness of medical care provided;
  - Adequate patient flow through treatment areas;
  - Assist with the assigning of patients to most appropriate destination hospitals based upon urgency and home of record;
  - Adequate patient-tracking system to account for all patients treated;
  - Assessment of equipment shortages, needs, and implications to effectiveness;
  - Input to the Safety Officer to ensure that the health and welfare needs of PRT members are addressed, including hydration, sanitation, and nutrition;
  - Assessment of fatigue in triage and treatment team members;
  - Assessment of signs of Extended Incident Stress Syndrome (EISS) in PRT members; and
  - Monitoring on-site coordination with other functions within the PRT, other health care providers, and local EMS.
- [ ] Evaluate the capacity of assigned resources to complete the assignment;
- [ ] Resolve any coordination, communications, or personnel issues within the PRT;
- [ ] Provide the PRT Leader with periodic progress reports that identify accomplishments or potential conflicts. Identify the availability of medical resources;

- [ ] Ensure the completion of all Medical Treatment Records and forward to Patient Administration Group Coordinator;
- [ ] Participate in development of the Incident Action Plan;
- [ ] Keep Patient Support Group Coordinator apprised of supply deficiencies and/or equipment malfunctions; and
- [ ] Submit daily summary reports and appropriate forms to the PRT Leader.

**Deactivation**

- [ ] Provide input into the Demobilization Plan on length of time to clear patients and/or complete other operational activities;
- [ ] Prepare the triage and treatment performance critique for the AAR process;
- [ ] Ensure all documentation (i.e., patient records, reports, etc.) is completed and submitted to the Patient Administration Group Coordinator, and
- [ ] Ensure all performance evaluations are completed.

**AIRPORT PRT  
TRIAGE TEAM LEADER  
POSITION DESCRIPTION**

**Functional Description**

The Triage Team Leader is a physician or nurse practitioner. He or she is responsible for triaging patients to one of the following categories: “red” (immediate transportation), “yellow” (serious), “green” (non-urgent or “black” (deceased) categories. Within the Incident Management System, the Triage Team Leader reports directly to the Patient Care Group Coordinator.

**Description of Duties**

- Meets with aircraft Medical Crew Director to assess current patient condition(s);
- Provides emergency treatment to patients;
- Prepares and reviews patient records;
- Observes and records patient's condition and assesses care needs;
- Determines patient distribution to the most appropriate hospitals based upon reported capabilities, urgency, medical need and home of record;
- Directs the work of medical staff assigned to triage teams.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist.

**On-Site Operations**

- [ ] Triages patients at tail of aircraft or inside the Patient Reception Center;
- [ ] Provides medical care as needed;
- [ ] Ensures patient flow moves smoothly and adequately for space available;
- [ ] Assigns patients to the most appropriate hospital based upon reported capabilities, urgency, medical need and home of record.

**Deactivation**

- [ ] Assists in the critique of the Airport Patient Reception Team performance.

**AIRPORT PRT  
TREATMENT TEAM LEADER  
POSITION DESCRIPTION**

**Functional Description**

The Treatment Team Leader supervises patient care conducted at the patient Reception Center. Several separate patient treatment areas may be established depending upon the requirements of the situation. The Treatment Team Leader reports directly to the Patient Care Group Coordinator.

**Description of Duties**

- Supervises direct patient care to patients;
- Observes and records patient conditions, including vital signs and ascertains whether or not the patient is bleeding, in shock, or appears to have a broken bone and takes appropriate first aid measures;
- Responds to emergency situations such a cardiopulmonary arrest.
- Recognizes the need for emergency measures and calls for professional assistance;
- Performs or assists in a range of treatment procedures including application and changing of dressings; monitors intravenous fluids; inserts urethral catheters and nasogastric tubes. Sets up and operates any special equipment needed with these procedures;
- Prepares and administers medications (i.e., oral, topical, subcutaneous, and intramuscular) to patients who are on prescribed medical treatment;
- Supervises and assists in patient transport when necessary;
- Provides for emotional support, physical comfort, and safety of patients; and

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist.

**On-Site Operations**

- [ ] Receive assignment from Patient Care Group Coordinator;
- [ ] Supervise patient treatment at the Patient Reception Center;
- [ ] Assist medical staff in administering tests, examinations, and treatment;
- [ ] Provide regular status reports to the Patient Care Group Coordinator on patient numbers, care provided, etc.

**Deactivation**

- [ ] Ensure all patient records are completed and submitted to the Staff Nurse Unit Leader; and
- [ ] Assist in the critique of the Airport Patient Reception Team performance.

**AIRPORT PRT  
PATIENT ADMINISTRATION GROUP COORDINATOR  
POSITION DESCRIPTION**

**Functional Description**

The Patient Administration Group Coordinator oversees all patient administrative functions at the Patient Reception Center. Within the Incident Management System, the Patient Administration Group Coordinator reports directly to the PRT Leader.

**Description of Duties**

- Manages the administrative activities related to patient reception;
- Supervises subordinates;
- Develops a system for medical records;
- Controls all medical information releases after approval of PRT Leader;
- Identifies deficiencies and implements corrective actions as needed within the Group;
- Determines Group's staffing and logistical needs and requests additional resources as necessary;
- Provides situation updates to the PRT Leader and maintains records and reports of Patient Administrative Group activity;

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Participate in initial planning meeting with PRT Leader;
- [ ] Select remainder of Group personnel from PRT roster and initiate contact;
- [ ] Meet with assigned personnel to determine if they are personally prepared and adequately equipped to perform their assignment;
- [ ] Ensure that assigned personnel are adequately briefed on and understand:
  - Medical records control system.

**On-Site Operations**

- [ ] Set up Patient Administration Group work area. Allow sufficient space for all work needs;
- [ ] Initiate the medical records control system;
- [ ] With the Situation Status Unit Leader, maintain accountability of patients after transportation to destination hospitals;
- [ ] Ensure receipt of patient care documentation from all patient care areas;
- [ ] Begin overall assessment process to determine:
  - Functional requirements and immediate needs;
  - Work schedules for extended operations; and
  - Rest and rotation periods for Patient Administration Group staff.

- [ ] Resolve any coordination, communications, or personnel issues within the Group;
- [ ] Provide the PRT Leader with periodic progress reports that identify accomplishments or potential conflicts;
- [ ] Provide briefing for shift replacement;

**Deactivation**

- [ ] Provide input into the Demobilization Plan on length of time to clear patients and/or complete other operational activities;
- [ ] Ensure all documentation (i.e., patient records, reports, etc.) is completed; and
- [ ] Ensure all performance evaluations are completed.

**AIRPORT PRT  
MEDICAL RECORDS CLERK  
POSITION DESCRIPTION**

**Functional Description**

The Medical Records Clerk is responsible for collecting and maintaining a variety of medical records and data during patient reception operations. Within the Incident Management System, the Medical Records Clerk reports directly to the Patient Administration Group Coordinator.

**Description of Duties**

- Logs patients into Patient Reception Center. Assigns patient numbers in accordance with protocols and by appropriate medical code;
- Obtains and records a variety of pertinent identifying data;
- Develops and maintains a medical record for each patient admitted to the Patient Reception Center;
- Assists nursing staff in maintaining adequate patient records;
- Checks medical records for completeness, consistency, and compliance with medical record keeping standards. Addresses deficiencies with Patient Administration Group Supervisor;
- Logs patients out of Patient Reception Center while recording pertinent diagnostic and transportation information;
- Maintains and ensures confidentiality of all records; and
- Packs and loads all records at conclusion of mission.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist.

**On-Site Operations**

- [ ] Begin a patient record for each new patient;
- [ ] Continually check patient records for completeness and consistency;
- [ ] Prepare summaries of patient reports as requested;
- [ ] Log patients out of the Patient Reception Center;
- [ ] Ensure confidentiality and security of patient records;
- [ ] Initiate a storage area and system for patient records;
- [ ] Provide the Patient Administration Group Coordinator with periodic progress reports that identify accomplishments or potential conflicts; and

**Deactivation**

- [ ] Ensure all documentation of the mission is intact and secure for transportation to VA Medical Center;
- [ ] Assist in the critique of the Patient Reception Team performance.

# **SECURITY TEAM LEADER**

## **POSITION DESCRIPTION**

### **Functional Description**

The Security Team Leader is responsible for supporting the security of airport patient reception operations and traffic control for hospital reception. Within the Incident Management System, the Security Team Leader reports directly to the Operations Section Chief (OSC).

### **Description of Duties**

- Oversees all security aspects of the patient reception operational planning.
- Assists airport security personnel with access and vehicle control while on airport property.
- Establishes patient reception-related access and vehicle control at the VA Medical Center.

### **OPERATIONAL CHECKLIST**

#### **Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Obtain site weather and environmental information from radio, TV, internet, etc., and begin to assess personal protection, clothing, and environmental needs of Security Team members;
- [ ] Participate in the initial patient reception operational planning meeting;
- [ ] Ensure a personnel accountability system is in place for the duration of the mission to maintain continuity of Security Team and conduct regular accountability checks;
- [ ] Coordinate with the OSC concerning establishing proper reporting procedures for all illnesses and injuries during the deployment;
- [ ] Ensure that appropriate Personal Protective Equipment (PPE) is used, especially hearing protection for military aircraft;

#### **On-Site Operations**

- [ ] Discuss security detail with airport operations / security personnel.
- [ ] Station team members at appropriate locations;

#### **Deactivation**

- [ ] Ensure all records and reports are completed and submitted to the OSC;
- [ ] Assist in the critique of the operation.

**HOSPITAL PRT  
LEADER  
POSITION DESCRIPTION**

**Functional Description**

The Hospital Patient Reception Team (PRT) Leader is responsible for managing all patient reception activities at the receiving hospital. Within the Incident Management System, The Hospital PRT Leader reports directly to the Operations Section Chief (OSC).

**Description of Duties**

- Manages and ensures proper and timely completion of the overall hospital patient reception function;
- Ensures all personnel are properly credentialed and have completed all administrative requirements;
- Ensures that supplies and support necessary to accomplish assignments and activities are available;
- Supervises subordinates;
- Interacts with the OSC for the coordination of Hospital PRT activities and support requirements;
- Provides input to regular Situation Reports (SITREPs);
- Ensures the completion of all required reports and maintenance of records.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Upon receipt of advisory or alert, confirm the notification and obtain instructions from OSC. Obtain or update 24-hour contact numbers;
- [ ] Review the Hospital PRT mobilization guidelines and coordinate activities;
- [ ] Brief staff positions on:
  - Current situation status;
  - Schedule of events if activation occurs;
  - Mobilization timetable, if activation occurs;
  - Hospital team selection; and
  - Appropriate personal gear and equipment required for the specific disaster area climate and location.
- [ ] Assemble personnel at the emergency department, if appropriate;

**On-Site Operations**

- [ ] Manage patient reception activities;
- [ ] Participate in planning and strategy sessions with hospital officials;
- [ ] Identify Hospital PRT support requirements and resupply process:
  - Provisions (i.e., food, water, etc.);

- Support personnel;
- [ ] Evaluate the capability of assigned resources to complete the assignment.  
Order additional resources if needed;
- [ ] Conduct regular Hospital PRT meetings and daily briefings. Identify:
  - Who should attend;
  - Schedule; and
  - Unique agenda items.
- [ ] Resolve any coordination, communications, and personnel problems within the Hospital PRT;

### **Deactivation**

- [ ] Brief Hospital PRT personnel on mission status, reassignment, and demobilization determinations;
- [ ] Ensure that personnel are assigned to assist with the breakdown of the Hospital PRT equipment cache and policing of the area;
- [ ] Ensure all performance evaluations are completed.

**HOSPITAL PRT  
PATIENT CARE GROUP COORDINATOR  
POSITION DESCRIPTION**

**Functional Description**

The Hospital Patient Reception Team (PRT) Patient Care Group Coordinator manages all facets of triage and treatment of patients at the receiving hospital. Within the Incident Management System, the Hospital Patient Care Group Coordinator reports directly to the Hospital PRT Leader.

**Description of Duties**

- Manages triage and interim treatment activities;
- Supervises subordinates;
- Facilitates the operations of the Group to ensure quality patient care;
- Determines the Group's staffing and logistical needs and requests additional resources as necessary;
- Coordinates operational actions with Hospital PRT Leader;
- Receives briefings and SITREPs and ensures that all Group personnel are kept informed of mission objectives and status changes;
- Identifies deficiencies and implements corrective actions as needed within the Group;
- Provides situation updates to the Hospital PRT Leader and maintains records and reports of Group activity; and

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Participate in initial Hospital PRT planning meeting with Hospital PRT Leader;
- [ ] Address medical requirements of Hospital PRT based on information obtained;
- [ ] Select remainder of triage and treatment personnel from roster and initiate contact;
- [ ] Meet with assigned personnel to determine if they are personally prepared and adequately equipped to perform their assignment;
- [ ] Ensure that assigned personnel are adequately briefed on and understand:
  - Individual and Hospital PRT performance expectations;
  - Problem-solving processes; and
  - Methods for establishing and changing priorities.

### **On-Site Operations**

- [ ] Supervise set up of hospital reception area to provide a systematic approach to patient care. Include sufficient space for triage, treatment, supply and medical administrative areas;
- [ ] Participate in briefing by Hospital PRT Leader;
- [ ] Perform a general needs assessment and locate available resources. Convey any information to the Hospital PRT Leader indicating the need for additional resources or specialized medical capabilities;
- [ ] Begin overall assessment process to determine:
  - Functional requirements and immediate needs;
  - Work schedules for extended operations;
  - Rest and rotation periods for triage and treatment personnel; and
  - Adequacy of support facilities.
- [ ] Oversee hospital reception activities.
- [ ] Evaluate the capacity of assigned resources to complete the assignment;
- [ ] Resolve any coordination, communications, or personnel issues within the Group;
- [ ] Provide the Hospital PRT Leader with periodic progress reports that identify accomplishments or potential conflicts. Identify the availability of medical resources;
- [ ] Submit daily summary reports and appropriate forms to the PRT Leader.

### **Deactivation**

- [ ] Provide input into the Demobilization Plan on length of time to clear patients and/or complete other operational activities;
- [ ] Ensure all documentation (i.e., patient records, reports, etc.) is completed and submitted to the Patient Administration Group Coordinator, and
- [ ] Ensure all performance evaluations are completed.

**HOSPITAL  
TRIAGE TEAM LEADER  
POSITION DESCRIPTION**

**Functional Description**

The Hospital Triage Team Leader is a physician or nurse practitioner and is responsible for triaging patients upon arrival at the hospital. Within the Incident Management System, the Hospital Triage Team Leader reports directly to the Hospital Patient Care Group Coordinator.

**Description of Duties**

- Meets with ambulance personnel to assess the current patient condition(s);
- Provides emergency treatment to patients;
- Prepares and reviews patient records;
- Observes and records patient's condition and assesses care needs;
- Directs patients to the most appropriate area of the hospital;
- Directs the work of medical staff assigned to triage teams.

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist.

**On-Site Operations**

- [ ] Triage patients upon arrival at the hospital;
- [ ] Provides medical care as needed;
- [ ] Ensures patient flow moves smoothly and adequately for space available;
- [ ] Assigns patients to the most appropriate area within the hospital.

**Deactivation**

- [ ] Assists in the critique of the Hospital Patient Reception Team performance.

**HOSPITAL PRT  
PATIENT ADMINISTRATION GROUP COORDINATOR  
POSITION DESCRIPTION**

**Functional Description**

The Hospital Patient Reception Team (PRT) Patient Administration Group Coordinator oversees all patient administrative functions related to the reception of patients from the airport Patient Reception Center. Within the Incident Management System, the Hospital PRT Patient Administration Group Coordinator reports directly to the Hospital PRT Leader.

**Description of Duties**

- Manages the administrative activities related to hospital reception of patients;
- Supervises subordinates;
- Identifies deficiencies and implements corrective actions as needed within the Patient Administrative Group;
- Determines staffing and logistical needs and requests additional resources as necessary;
- Provides situation updates to the Hospital PRT Leader and maintains records and reports;

**OPERATIONAL CHECKLIST**

**Upon Activation**

- [ ] See General Operational Checklist;
- [ ] Participate in initial planning meeting with Hospital PRT Leader;
- [ ] Select remainder of personnel from roster and initiate contact;
- [ ] Meet with assigned personnel to determine if they are personally prepared and adequately equipped to perform their assignment;
- [ ] Ensure that assigned personnel are adequately briefed on and understand:
  - Medical records control system;

**On-Site Operations**

- [ ] Set up work area. Allow sufficient space for all work needs;
- [ ] Monitor use of the medical records control system;
- [ ] Ensure receipt of patient care documentation from transporting services;
- [ ] Begin overall assessment process to determine:
  - Functional requirements and immediate needs;
  - Work schedules for extended operations; and
  - Rest and rotation periods for staff.
- [ ] Resolve any coordination, communications, or personnel issues within the Group;

- [ ] Provide the Hospital PRT Leader with periodic progress reports that identify accomplishments or potential conflicts;
- [ ] Provide briefing for shift replacement;

**Deactivation**

- [ ] Provide input into the Demobilization Plan on length of time to clear patients and/or complete other operational activities;
- [ ] Ensure all documentation (i.e., patient records, reports, etc.) is completed
- [ ] Ensure all performance evaluations are completed.

# **HOSPITAL PRT MEDICAL RECORDS CLERK**

## **POSITION DESCRIPTION**

### **Functional Description**

The Hospital PRT Medical Records Clerk is responsible for collecting and maintaining a variety of medical records and data during patient reception operations. Within the Incident Management System, the Hospital PRT Medical Records Clerk reports directly to the Hospital PRT Patient Administration Group Coordinator.

### **Description of Duties**

- Logs patients into hospital in accordance with protocols and by appropriate medical code;
- Obtains and records a variety of pertinent identifying data;
- Checks medical records for completeness, consistency, and compliance with medical record keeping standards. Addresses deficiencies with Hospital PRT Patient Administration Group Supervisor;
- Maintains and ensures confidentiality of all records; and

### **OPERATIONAL CHECKLIST**

#### **Upon Activation**

- [ ] See General Operational Checklist.

#### **On-Site Operations**

- [ ] Begin a patient record for each new patient;
- [ ] Continually check patient records for completeness and consistency;
- [ ] Prepare summaries of patient reports, as requested;
- [ ] Ensure confidentiality and security of patient records;
- [ ] Provide the Hospital PRT Patient Administration Group Coordinator with periodic progress reports that identify accomplishments or potential conflicts.

#### **Deactivation**

- [ ] Assist in the critique of the Hospital Patient Reception Team performance.