Partner operators: agreement and certificate check

Standard operating procedure (SOP) | AMT-POL-001

Document type	Standard operating procedure (SOP)
Title	Partner operators: agreement and certificate check
Document ID	{{facility.code}}-AMT-POL-001
Version and status	1.0 | Issued for use. Pending ASF Expert Committee ratification
Prepared by	{{roles.quality_lead.name}}, Quality lead
Reviewed by	{{roles.clinical_director.name}}, Clinical director Date: _____
Approver and signature	{{roles.clinical_director.name}}, Clinical director Signature: _____ Date: _____
Effective date	{{document.effective_date}}
Next review	{{document.review_date}} (12 months, or sooner after any incident or change)
Replaces	None (new document)
Standards and criteria supported	System S5 (Ambulance and patient transport), criterion S5.2
Evidence basis	E-006, E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

At a glance: what to do

1. Use a partner operator only under a written agreement.
2. Check the partner's certificates before the first use and at each renewal.
3. Set the standard each party must meet.
4. Record the handover responsibilities for each transfer.

Stop and get help straight away if: a partner aircraft, ambulance or escort is used with no signed agreement or with an expired certificate.

1. Purpose

To keep the standard of partner-provided transport the same as our own, and to keep the patient safe across the handover (S5.2).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of {{facility.legal_name}}
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions and abbreviations

Term	Meaning in this SOP
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background and rationale

When another company provides the aircraft, ambulance or escort, the patient is still in your care. A written agreement and checked certificates make sure each partner meets the same standard.

5. Responsibilities

Role	Duties in this SOP	Competence needed
Accountable manager	Signs the agreement and approves each partner	Management
Dispatch lead	Checks certificates before use and keeps the register	Trained dispatcher

6. Equipment, materials and resources

Item	Specification or standard	Check before use
Partner agreement (signed)	Current	On file
Partner certificate	Valid	Copy on file

7. Safety and infection prevention

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Follow the steps in order. Where a step says "If", take the action for the case that applies. Do not skip a step. If a step cannot be done, use section 11 and section 12.

Step	Action	How to do it	Key point
1	Agree.	• Sign a written agreement that sets the standards, the evidence of certification and the responsibility at each handover.	The agreement is the standard.
2	Check evidence.	• Check the certificates for the aircraft, the vehicle, the crew and the escort before first use. • Record the check on AMT-FRM-002.	The provider checks before use, not after.
3	Use and renew.	• Check the certificates again at each renewal date. • Stop using a partner whose certificate has expired.	Expired means not used.

Decision points

- No decision points in this procedure.

10. Special situations

Situation	What to do
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

11. Problems and escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

12. Monitoring and compliance

What is checked	Target	How often	Who	If the target is missed
Partners with signed agreement before use	100%	Quarterly	Accountable manager	Escalate to chief executive

What is checked	Target	How often	Who	If the target is missed
Partner certificates valid at use	100%	Monthly	Dispatch lead	Escalate to accountable manager

13. Records

Record	Where it is kept	Kept for
Record named in this document	Patient record or the area file	{{facility.records_retention_years}} years

14. Training and competence

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

15. Related documents

ID	Title	Relationship
AMT-FRM-002	Partner certificate check	Check form
AMT-REG-002	Receiving service agreements register	Register

16. Evidence

ID	Source and status
E-009	ASF Expert Committee consensus.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

EC = ASF Expert Committee consensus. Items marked EC are reviewed by the Committee each year.

17. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Pending Expert Committee approval