

Organisation name Site or unit		POLICY Partner operators: agreement and certificate check	
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Owner		Approved by	
Signature			

Standards > Standard S5 > Standard operating procedures (SOPs)

Standard operating procedure (SOP) · AMT-POL-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: System S5 (Ambulance and patient transport), criterion S5.2

At a glance

- Use a partner operator only under a written agreement.
- Check the partner's certificates before the first use and at each renewal.
- Set the standard each party must meet.
- 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. 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. 2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out

Does not apply to	Activities covered by another document listed in section 15

3. 3. Definitions

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

4. 4. Background

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. 5. Responsibilities

Role	Responsibility	Competence
Accountable manager	Signs the agreement and approves each partner	Management
Dispatch lead	Checks certificates before use and keeps the register	Trained dispatcher

6. 6. Materials and equipment

Item	Requirement	Condition
Partner agreement (signed)	Current	On file
Partner certificate	Valid	Copy on file

7. 7. Safety

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

8. 8. Before you start

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

9. 9. Procedure

Step 1. Agree.

- Sign a written agreement that sets the standards, the evidence of certification and the responsibility at each handover.

Key point: The agreement is the standard.

Step 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.

Key point: The provider checks before use, not after.

Step 3. Use and renew.

- Check the certificates again at each renewal date.
- Stop using a partner whose certificate has expired.

Key point: Expired means not used.

10. 10. Decision points

- No decision points in this procedure.

11. 11. Special situations

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

12. 12. Escalation

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

13. 13. Monitoring

Measure	Target	Frequency	Owner	If not met
Partners with signed agreement before use	100%	Quarterly	Accountable manager	Escalate to chief executive
Partner certificates valid at use	100%	Monthly	Dispatch lead	Escalate to accountable manager

14. 14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility's records policy years

15. 15. Training

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

16. 16. Related documents

ID	Title	Use
<u>AMT-FRM-002</u>	Partner certificate check	Check form
<u>AMT-REG-002</u>	Receiving service agreements register	Register

17. 17. Evidence

Reference	Note
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E-009	ASF Expert Committee consensus.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. 18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

No e-learning course is linked to this document yet.

19. References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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Related standard

- [Standard 7: Emergency Dispatch](#)