Organisation name Site or unit		STANDARD OPERATING PROCEDURE **Contingency, breakdown, surge and diversion**	
Document ID	PTR-SOP-012	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Standards › **Standard S6** › **Standard operating procedures (SOPs)**

Standard operating procedure (SOP) · PTR-SOP-012 · Version 1.0 · Approved by the ASF Expert Committee

Supports: System S6 (Patient transfers and referrals), criterion S6.28, S6.29, S6.30

At a glance

- Every vehicle has a breakdown and accident plan.
- A diversion goes to the nearest appropriate facility.
- The transport service has a mass casualty and surge plan.
- Each contingency is tested each year.
- Stop and get help straight away if: a vehicle breaks down or crashes and the crew has no plan to follow.

1. 1. Purpose

To keep patients safe when something goes wrong on the road or in the air, and when demand surges (S6.28, S6.29, S6.30).

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 many patients need transport at once, an unplanned response leaves some patients waiting far too long. A surge plan sets who does what and how the service scales up.

5. 5. Responsibilities

Role	Responsibility	Competence
Dispatch lead	Owns the contingency plans and the surge plan	Trained dispatcher
Crew lead	Acts on the plan on the road	Trained crew

6. 6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

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. Breakdown or accident.

- Make the patient safe, call dispatch and request a replacement vehicle.
- Record the event.

Key point: Patient first, then the vehicle.

Step 2. Divert.

- Divert to the nearest appropriate facility and tell dispatch and the receiver.

Key point: Nearest appropriate.

Step 3. Surge.

- Follow the mass casualty and surge plan (HOS-PLN-001 adapted for transport) and test it each year.

Key point: Tested before needed.

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
Vehicles with contingency plan on board	100%	Quarterly	Dispatch lead	Escalate to chief executive
Surge plan tested in the last 12 months	100%	Yearly	Dispatch lead	Escalate to chief executive

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
HOS-PLN-001	Mass-casualty and utility failure plan	Surge
HOS-REG-004	Rehearsal and drill record	Drill

17. 17. Evidence

Reference	Note
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**