

NOJAHIP

Notification Process



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NOJAHIP Notification Process

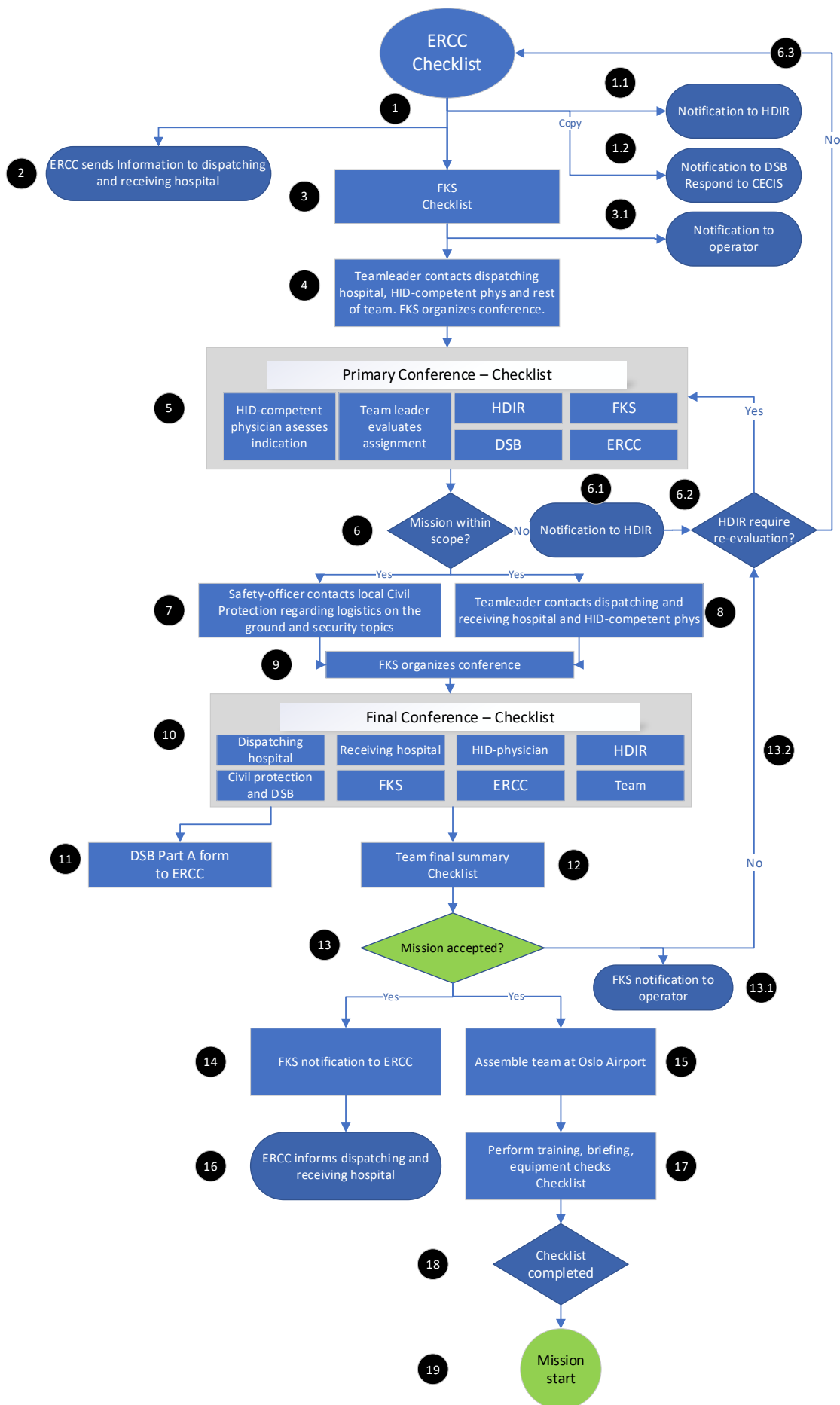
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Date: 28.02.22

Responsible: AET, AEH

Verified: PMT

Approved: SO

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Process explanation flow chart

Step	Title	Action
1	ERCC Checklist	ERCC fills in an order form, sends it by e-mail fks@luftambulansetjenesten.no and calls FKS at +47 77 75 11 12 to confirm the request, copy to DSB e-mail int@dsb.no and HDIR e-mail beredskap.hdir@helsedir.no
1.1	Notification to HDIR	HDIR registers the request for assistance with HID resources.
1.2	Notification to DSB Respond to CECIS	DSB responds to the request for assistance with HID resources.
2	ERCC sends Information to dispatching and receiving hospitals	ERCC informs dispatching and receiving hospitals that the request has been sent, together with information letter, checklist for the doctor's conference and information for the patient.
3	FKS Checklist	FKS registers the request for HID resources, fills in their checklist internally, calls Teamleader HID and forwards the completed ERCC checklist to Teamleader HID. Informs DSB +47 975 11 658 and HDIR +47 414 35 429 by phone.
3.1	Notification to operator	FKS notifies the operator which has their own separate checklists.
4	Teamleader contacts dispatching hospital, HID-competent physician and rest of team. FKS organizes conference.	Teamleader contacts dispatching hospital, HID-competent physician, and rest of team. Relevant contact information is available on the form from ERCC. Thereafter, the Teamleader notifies FKS, which organizes the Primary Conference, according to its own checklist, using "Teams" as the communication platform.
5	Primary Conference – Checklist	Primary Conference is conducted on "Teams", link sent by e-mail from FKS.
6	Mission within scope?	Determine if the request is in accordance with the rescEU HID definition and that operative conditions have been clarified.
6.1	Notification to HDIR (if NO)	Inform HDIR if the request is not within the scope or is rejected for other reasons.
6.2	HDIR requires re-evaluation?	HDIR can ask the Teamleader to re-evaluate if the request is not within the scope, but that there is a need for transport.
6.3	HDIR informs ERCC	HDIR informs ERCC that the request is rejected with a written explanation.
7	Safety-officer contacts local Civil Protection regarding ground logistics and security topics	The safety manager contacts local civil protection regarding hill logistics and safety topics. Relevant contact information for ambulance services at dispatched and receiving hospitals is available on the ERCC form. Check that the costs of ambulances at dispatched and receiving hospitals, are covered by themselves.
8	Teamleader contacts dispatching and receiving hospitals and HID-competent physician	Teamleader contacts dispatching and receiving hospitals and HID-competent physician. Relevant contact information is available on the ERCC form. Thereafter, the Teamleader notifies FKS, which organizes the Final Conference, according to its own checklist, using "Teams" as the communication platform.
9	FKS organizes conference	See the flow chart item 9.
10	Final Conference – Checklist	Final Conference is conducted on "Teams", link sent by e-mail from FKS.

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11	DSB Part A form to ERCC	DSB filler Part A form to ERCC.
12	Team final summary	The team conducts a final summary according to the checklist, outstanding conditions necessary before departure is clarified, before the assignment begins.
13	Mission accepted?	Final decision whether the request is in accordance with the rescEU HID definition and that operative conditions have been met.
13.1	FKS notification to operator (if NO)	FKS notifies the operator (if NO).
13.2	See 6.2 to 6.4	
14	FKS notification to ERCC	FKS notifies ERCC.
15	Assemble team at Oslo Airport	Assemble team at Oslo Airport.
16	ERCC informs dispatching and receiving hospitals	ERCC informs dispatching and receiving hospitals.
17	Perform training and briefing, equipment checks checklist	Perform training if necessary and briefing with operator, assemble equipment according to checklist.
18	Checklists completed	Checklists completed.
19	Mission start	Mission start.

Abbreviations

CECIS	Common Emergency Communication and Information System
DSB	Norwegian Directorate for Civil Protection
ERCC	Emergency Response Coordination Centre
FKS	Flight coordination center in Norway
HDIR	Norwegian Directorate of Health