



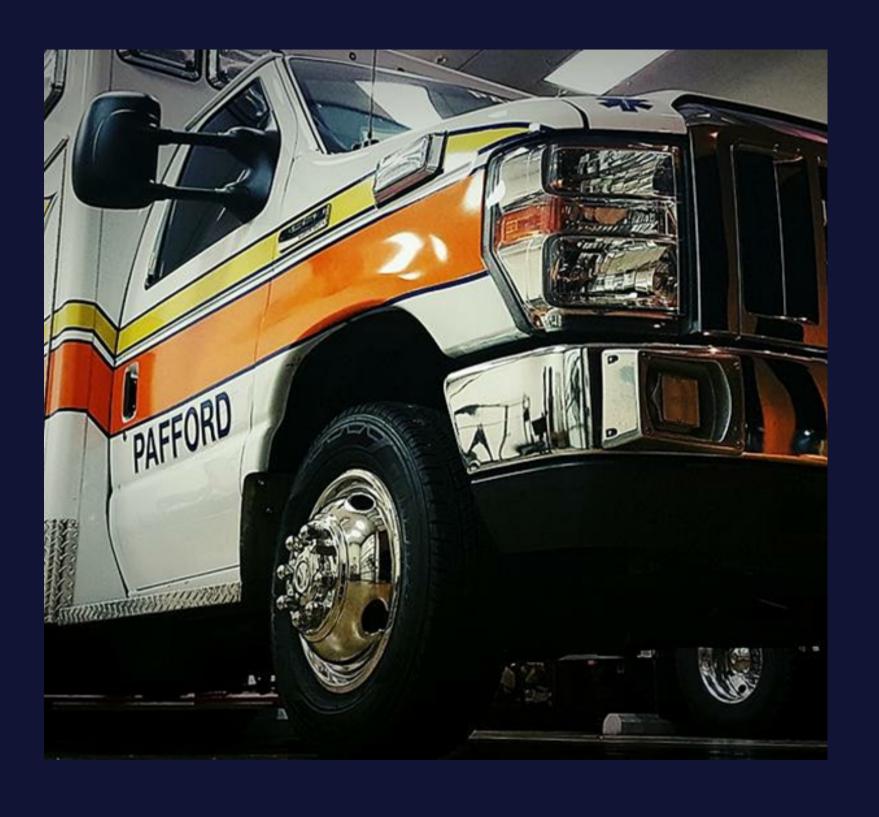




KEITH CARTER

CHIEF OPERATING OFFICER

COVID-19 Program Overview



PAFFORD EMS FOUNDED IN 1967 AND HAS SINCE GROWN TO THE LARGEST MULTI-STATE, PRIVATELY OWNED AMBULANCE SERVICE



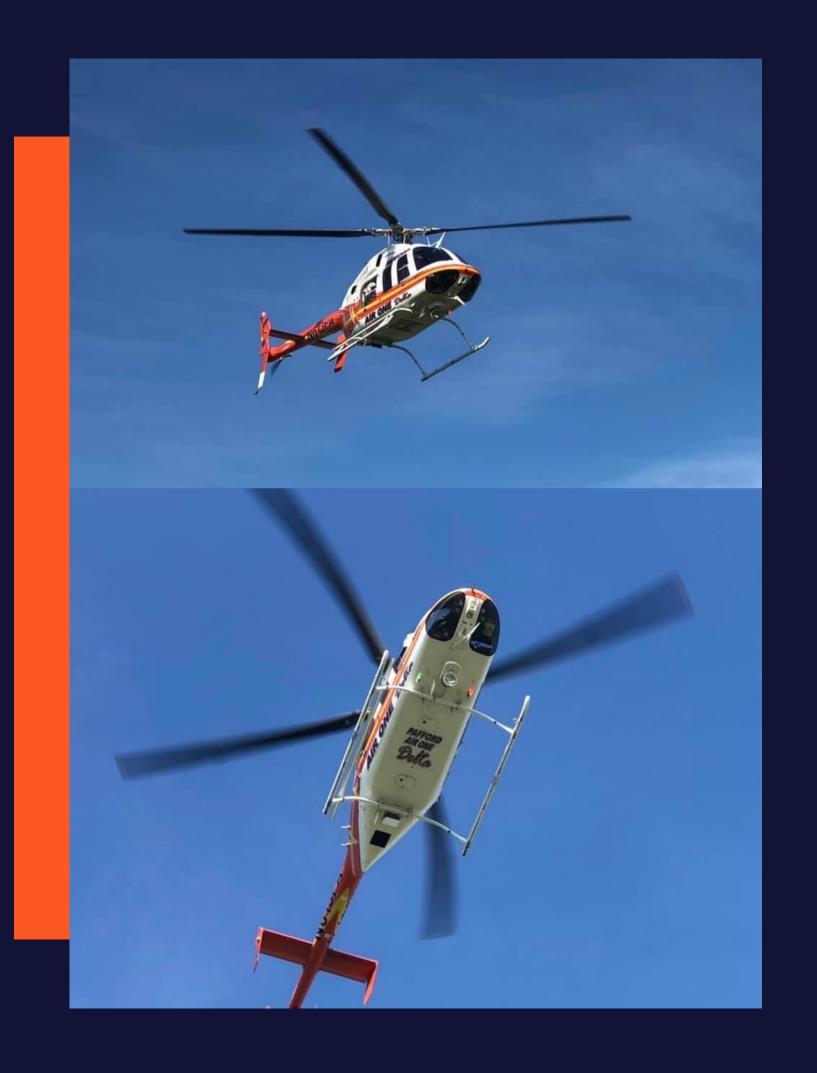
FLIGHT VOLUME

- AVERAGE 2,000 FLIGHTS PER YEAR
- OVER 10,000 FLIGHTS COMPLETED SINCE ITS INCEPTION
- OVER 50,000 HOURS OF FLIGHT TIME



HOW DID WE PREPARE?

- INVESTED IN STRATEGIC STOCKPILES OF PPE FOR RAPID DEPLOYMENT
- PURCHASED EACH FLIGHT CREW
 MEMBER PERSONAL RESPIRATORS
- IMPLEMENTED SCREENINGS PRIOR TO START OF SHIFT
- CLINICAL COMMITTEE DEVELOPED TECHNIQUES TO LIMIT RISK OF EXPOSURE WHILE MAINTAINING AGGRESSIVE CLINICAL STANCE
- FIT TESTED ALL PILOTS FOR N95
 MASKS NOT PREVIOUSLY REQUIRED



HOW DID WE PREPARE?

- DEVELOPED DECON TECHNIQUES SAFE FOR THE AVIATION ENVIRONMENT
- DELAYED THE THIRD RIDER PROGRAM
- WORKED WITH OUR PARTNERS TO STREAMLINE COVID POSITIVE TRANSPORTS WHILE MAINTAINING OUR FORWARD LEANING STANCE
- ACTIVATED OUR 24/7 EMERGENCY OPERATIONS CENTER TO SCREEN ALL CALLS FOR SERVICE AND TRACK ANY SUSPECTED OR KNOWN POSITIVE INTERACTION WITH CLINICAL TEAM





CLINICAL CARE

CLINICAL CHANGES TO PRACTICE

- SURGICAL MASK PLACED ON ALL PATIENTS PRIOR TO BOARDING AC
- CONTINUED EARLY STANCE OF BiPAP
 UTILIZING A "CLOSED CIRCUIT" WITH INLINE BACTERIAL FILTERS
- LOW MOLECULAR WEIGHT
 ANTICOAGULANTS FOR ANY PATIENT
 REQUIRING INTUBATION TO PREVENT
 COAGULOPATHIES
- PLACED PRONE PADS ON ALL AIRCRAFT TO TRANSPORT PATIENTS IN THE PRONE POSITION
- LIMITED FLUID BOLUSES WITHOUT EVIDENCE OF LOW VOLUME STATUS WITH POCUS

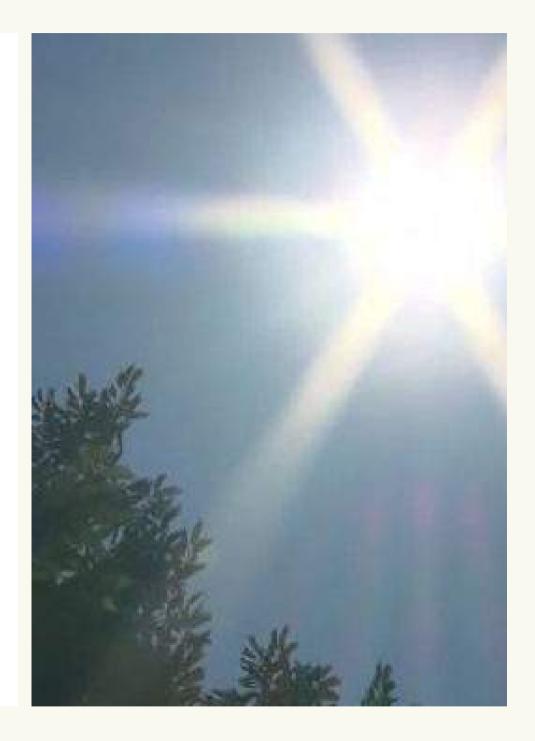
DECONTAMINATION



DOFFED SUITS AND WASHED PRIOR TO NEXT FLIGHT



10% BLEACH
SOLUTION FOR
ALL SURFACES



EXPOSED THE
AIRCRAFT TO DIRECT
SUNLIGHT BETWEEN
MISSIONS

POST-FLIGHT DUTIES

- FLIGHT DEBRIEF BETWEEN ALL
 ACTIVE CREW MEMBERS AND FLIGHT
 COMMUNICATOR TO FIX ANY
 IMMEDIATE ISSUES OR IDENTIFY
 POTENTIAL EXPOSURES
- ELECTRONIC FLIGHT DEBRIEF TO ALL MANAGERS FOR IMMEDIATE FOLLOW UP AND EOC TRACKING FOR LOOP CLOSURE





EMPLOYEE HEALTH

14 DAY MONITORING BY EOC AFTER ANY KNOWN POSITIVE INTERACTION

- NO REQUIRED QUARANTINE PUT INTO PLACE UNLESS SYMPTOMATIC AND OR POSITIVE RESULTS
- 24/7 TELEHEALTH SERVICES PROVIDED FOR ALL EMPLOYEES

WHERE DO WE GO FROM HERE?

- SUPPORT DESIGNATED COVID TREATMENT CENTERS
- INTEGRATE TELEMEDICINE INTO DAILY CALLS FOR SERVICE
- WORK WITH LOCAL HOSPITALS TO FORM A HYBRID COMMUNITY PARAMEDICINE COMPONENT OFFERING ACUTE ASSESSMENT AND INTERVENTIONS IN THE FIELD
- CONTINUE ACTIVE COMMUNITY OUTREACH BASED ON EDUCATION AND FACTUAL DATA