

Carle Arrow Ambulance

Vehicle Accident Procedure

- 1. STOP!** When involved in a crash, however slight, do not leave the scene until speaking with the other driver, the police, or both. The only exception is that if you are transporting a patient that has a life threatening condition to the hospital and there are no injuries to anyone involved in the crash.
- 2. Stay Calm.** Remain as calm as possible, avoid any inclination to react in anger, particularly when encountering another driver behaving irrationally.
- 3. Keep Safety First.** When involved in a minor accident with no serious injuries, move the vehicles and occupants safely to the side of the road, out of the way of traffic. If a vehicle cannot be moved and no injuries have occurred, drivers and passengers should remain in the vehicle with seat belts fastened until help arrives. Turn on hazard and or emergency warning lights.
- 4. Call for Medical Assistance.** Call for emergency medical help if anyone involved in the crash is physically injured. Always err on the side of caution and call for help. Render medical care of anyone injured and call for additional units as needed.
- 5. Contact the Police.** Calling the police from the crash site is the best action. If the driver cannot contact the local law enforcement, he or she should instruct someone else to do so. Police officers can address traffic infractions and take notes for the incident record.
- 6. Do Not Admit Fault.** Do not discuss specific details of the accident with anyone except the police. Be polite, but don't admit fault to the other driver or the police, even if the driver's actions led to the crash.
- 7. Contact Your Employer.** Call the On duty Shift Lead if available or your division's operations manager as soon as possible. You could also have AMSEC makes these notifications. **AMSEC Non-Emergency # is 217-365-7918**
- 8. Report any accident.** Any accident regardless of severity needs to be reported to Shift Lead, Operations Manager and Admin Assistant. The most direct way to do this is email arrowops@carle.com this email address reaches everyone that needs to be notified. Please include any and all important details.

Document the Accident

- **Photograph** - the damage to all vehicles involved.
 - Include photos that reveal the overall context of the crash—road conditions, intersection site, traffic signs or lights, etc.
 - If you don't want to use your personal device use the iPad from the front of the unit to take pictures.
 - Do not share the pictures with anyone outside the organization with or on any social media platform.
- **Record** - in writing or electronically all pertinent information concerning the incident, including:
 - **When and where** - Date, time and exact location of the accident.
 - **Others involved** - Contact information for all third-party drivers (including insurance policy numbers) and pedestrians; description of vehicle(s) involved, how the accident occurred and description of damages to vehicles
 - **Conditions** - Weather and street conditions, conditions as vehicles were in motion
 - **Injuries** - List of persons injured, contact information and hospital details
 - **Police investigation** - If the police were notified, the police department, contact information and any arrests or citations
 - **Witnesses** - Contact info of all witnesses
 - **Diagram of scene** - To make a sketch of accident scene
 - **Email, or submit, all information collected to your Lead, Ops Manager, and Administrative Assistant arrowops@carle.com**