

# Parkview Samaritan Flight Program

Referral Protocol

1-(800)-727-6911

The Samaritan Flight Program exists to complement ground emergency medical services and community hospitals by providing fast transport for trauma, critically ill, cardiac and neonatal patients. Both Parkview Samaritan helicopters, which are in service 24 hours a day, combine the medical staff and advanced life-support equipment of a trauma center with the speed and mobility of a helicopter.

The program’s two helicopters fly 200 miles one-way from their bases in Fort Wayne, Ind., and Rochester, Ind. Samaritan serves communities throughout the tri-state area, although the primary service area is a 100-mile radius from each base.

Samaritan leaves the helipad in an average of 5.6 minutes from the time a call is received by dispatch.

Some 51 percent of flights are trauma-related. Of these, Samaritan picks up 40 percent of patients from the scene of injury and 60 percent of patients from referring facilities.

## When to summon Samaritan

The decision to summon Parkview Samaritan is based on the judgment of emergency care personnel at the scene of an injury or at the area hospital where a patient needs transport. Samaritan may be summoned by physicians, nurses, emergency medical services personnel, police and fire officials, industrial safety personnel and conservation officers.

No one can foresee all situations where Samaritan would be needed, but call Samaritan if:

* The patient’s condition warrants urgent transportation to a trauma center.
* The local emergency care system does not provide advanced life support (ALS) or if ALS is unavailable.
* Response by local paramedics would be 20 minutes or more.
* Transportation of the patient is delayed by entrapment, traffic congestion, vehicle failure, weather or terrain.
* The patient is a long distance from a hospital.
* Transportation by local ambulances would hamper their ability to respond to other emergencies.
* The patient requires advanced procedures not provided by ALS personnel.

## How to summon Samaritan

Call 1-800-727-6911. The Parkview emergency department physician will provide medical control for the flight crew as needed.

When calling Samaritan, be prepared with the following information:

* Name of agency requesting the service and the caller’s name
* Call-back phone number
* Number of patients and nature of illness or injuries
* Age, approximate weight and gender
* Landing site information, such as address, cross streets or landmarks (these include water towers, lakes or rivers, flares or vehicle lights)
* Ground unit radio frequency
* Receiving hospital, if other than Parkview, for inter-facility transfers. Please note: all scene patients will be transported to Parkview’s Level II adult and pediatric trauma centers or the nearest verified trauma center.

## Inter-hospital transfers

Patients to be transferred should be in the emergency department or critical care unit when the flight crew arrives. This protocol allows the Samaritan crew to evaluate patients and attach ALS equipment, as needed, in a controlled environment.

Upon Samaritan’s arrival, the crew needs the following items ready:

* A gurney
* Two copies of the patient’s transfer papers and records
* All equipment that needs to be transferred with the patient (please mark equipment clearly)

If the patient’s family members are present, they should remain nearby until the crew speaks with them. Space aboard the aircraft is limited to the patient(s), flight crew and medical personnel. Either the crew or medical personnel at the scene will give the patient’s family directions to the destination hospital.

## Phone Directory

Parkview Samaritan Dispatch

1-800-727-6911

Flight Office (administration)

(260) 266-3540

Parkview Regional Medical Center

11109 Parkview Plaza Drive

Fort Wayne, IN 46845

(269) 266-1000

Parkview Hospital Randallia

2200 Randallia Drive

Fort Wayne, IN 46805

(260) 373-4000

Parkview Huntington Hospital

2001 Stults Road

Huntington, IN 46750

(260) 355-3000

Parkview Noble Hospital

401 Sawyer Road

Kendallville, IN 46755

(260) 347-8700

Parkview Whitley Hospital

1260 E. State Road 205

Columbia City, IN 46725

(260) 248-9000

Parkview LaGrange Hospital

207 North Townline Road

LaGrange, IN 46761

(260) 463-2143