

# ORDER

U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

EA 3900.15C

Eastern Region

NOV 28 2000

Jamaica, NY 11434

SUBJ: EMERGENCY MEDICAL ASSISTANCE

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1. PURPOSE. This order provides instructions for personnel whenever emergency medical assistance is required at 1 Aviation Plaza, Jamaica, New York 11434. It is an effort to ensure that each employee understands where and whom to call in an emergency which requires medical assistance.
2. DISTRIBUTION. This order is distributed to section supervisors and above, and cc:mailed to all employees in the Eastern Regional Office.
3. CANCELLATION. Order EA 3900.15B is canceled.
4. BACKGROUND. During working hours, medical emergencies may occur that require you or a fellow worker to obtain medical assistance. The types of such emergencies are varied, ranging from minor to the most serious. Familiarization with the following procedures will better equip employees to react properly in emergency situations. This procedure will provide and coordinate emergency care for employees who become ill or injured at the Regional Office. As part of an ongoing education program, supervisors should periodically review these procedures with employees.

-A medical emergency is defined as an accidental injury or the sudden and unexpected onset of a serious illness of such a nature that the failure to seek immediate care would be life threatening or cause serious impairment.

-Urgent medical assistance is defined as treatment of a condition that is generally not considered life threatening to a person's health, but requires an on-site evaluation to assess the condition or provide treatment by trained medical personnel **prior to moving** the patient.

-First-Aid (non-emergency medical assistance) is defined as a condition, which can be assessed by visiting the Aviation Medical Division's clinic before medical services can be obtained from your personal physician.

5. PROCEDURE.
  - a. In the event of a serious medical emergency, e.g., one that is life threatening, **DIAL 911 or "9" 911**. You will not hear the telephone ringing at the other end, however, the call is being processed and **an operator will respond**. This operator is external to the Regional Office Building and is an emergency medical responder from the community. To facilitate an effective and coordinated response, **an additional call needs to be dialed to 5555, wait for the operator's message and enter the passcode 5555#** to alert the Regional Operations Center, the Aviation Medical Staff, and the building security guards of the activated 911 emergency call.

This will activate an internal medical response, when available, and will allow coordination with outside responders such as the New York Fire Department Paramedics.

- b. In the event of the need for urgent medical assistance, not of a life threatening nature, **DIAL 5555, wait for the operator's message and enter the passcode 5555#**. This will alert the Regional Operations Center, the Aviation Medical Staff, and the building security guards while the call initiator still remains on the line to explain. An effective medical response using all communication channels in the Regional Office will be facilitated through this process.
- c. Where first-aid (non-emergency medical assistance) is required during the administrative work hours, visit or contact the Aviation Medical Division at the phone numbers listed in the current FAA Directory.
- d. Remember to notify your supervisor.



Arlene B. Feldman  
Regional Administrator