

UREMS



Guidebook

This book is property of:

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University of Richmond Police Department:**

Special Programs Building
490 Westhampton Way
University of Richmond, VA 23173

UREMS Overview



Mission: The mission of University of Richmond Emergency Medical Services (UREMS) is to provide professional, proficient, and effective first response care to the entire University of Richmond Community.

What we do: UREMS responds to emergency calls for medical assistance and evaluation 24 hours a day, 7 days a week during the academic year. The organization also provides monthly EMT training to its members and offers the entire university community training in first aid and health education.

How we do it: UREMS works together with emergency services from Richmond Ambulance Authority, Richmond Volunteer Rescue Squad, Henrico Fire, and Tuckahoe Volunteer Rescue Squad, and is a valuable resource to the University of Richmond campus.

Our history: In 1998, a group of students founded the Spider Advanced Volunteer Emergency Rescue Squad, SAVERS, the university's first emergency medical services organization.

In 2009, SAVERS became a subsidiary of the Richmond Ambulance Authority (RAA), and subsequently changed its name to be the University of Richmond Emergency Medical Services. With support from RAA, URPD, and SAVERS alumni, UREMS acquired its first-ever emergency response vehicle in 2013.

One of the SAVERS founders, Dr. Patrick Oliver, is an active supporter of UREMS. Dr. Oliver, whose insight helps guide the everyday governing and operations of UREMS, is an emergency medicine physician at VCU & Southside Regional Medical Centers.

Our charge: UREMS providers are charged with providing professional compassionate care without prejudice to students, faculty, staff, and visitors of the University of Richmond.

The Professional Provider

UREMS providers are highly regarded professionals at the University of Richmond. Providers have the duty and privilege of serving and caring for patients often in their most vulnerable and difficult times. Therefore, it is imperative that UREMS providers conduct themselves to the highest professional, medical, and ethical standards, when on-duty and/or in uniform. Providers are ambassadors for UREMS and the University of Richmond and therefore in order to inspire trust and confidence in those that UREMS serves it is imperative to hold ourselves to the highest standards.

Uniform:

- Providers shall wear a minimum of one article of their assigned uniform (UREMS t-shirt, polo shirt, jacket, or raincoat) during their entire shift.
- This article of clothing must be visible at all times (i.e. not hidden under a jacket).
- Providers must be dressed professionally and appropriately while on-duty.
- Providers should use their best judgement to appear professional and well-kept while on duty or representing UREMS.
- Providers may not wear overly tight, revealing, or inappropriate clothing while on duty or representing UREMS.
- Non-UREMS Uniforms are not allowed to be worn while on-duty.
- Uniforms should only be worn while on duty or coming/going from duty.

Many hours of hard work and diligent study have brought you to earning your EMT certification. Take pride in wearing the uniform of a UREMS first responder.

Professional Conduct:

- Providers should not use vulgar or profane language while in uniform.
- Providers shall not use terms of endearment (buddy, sweetie, dear, etc.) and should refer to people by their name. If the provider does not know the person's name they should use "sir" or "ma'am" and politely ask for their name when appropriate.
- Providers should not participate in horseplay or other shenanigans while in uniform (snowball fights, pranks, etc.).
- Providers should use their best judgement to know what is and is not appropriate while in uniform.
- There is absolutely no smoking or drinking alcohol while in uniform.
- Providers should have a positive attitude towards patient care and UREMS operations.
- Providers shall never conduct themselves in a manner which brings shame or reflects poorly upon the organization whether on or off duty.
- Providers are not permitted to wear UREMS clothing in the presence of drugs or alcohol.

Provider Safety:

- Always use appropriate PPE
- Wash your hands after all calls
- Always walk with a purpose, never run
- Wear a traffic vest when working near roadways at night or if there are low visibility conditions.
- Ensure that the scene is safe, URPD should be on-scene before you arrive
- Remember you are arriving to an emergency scene, make sure the scene is safe
 - Even if this is an area you frequent as a student an emergency scene is a dynamic environment and can become very dangerous quickly
- Think why the patient called for help and prevent becoming a patient yourself.
 - Did the patient trip and fall? Beware of uneven terrain.
 - Did the patient or bystanders use drugs? They could become violent.
- Always have a plan for egress, many calls at UR occur in bathrooms or dorm rooms with only one exit.
- You cannot help anyone if you get hurt responding to a call.
- Take a deep breath and think before you act

Confidentiality:

The University of Richmond is a very small community, everyone knows everyone. Therefore, it is imperative that UREMS patient care is always confidential.

- UREMS providers should not discuss the details of calls with non-UREMS members.
- Providers should not use identifying information such as patient names when discussing care with other UREMS providers.
- Always introduce yourself with your name and that you are an EMT to patients whether you know them or not.
- If you see a patient in your regular life as a student after a call, act as if the call never happened. If they were a stranger before they are still a stranger. If you knew them previously do not bring up the call.

24 Hour Duty

24 Hour Duty Overview:

This is the most common type of shift that UREMS operates. While on duty providers live their lives on campus as normal and are “on-call” to respond to campus medical emergencies in conjunction with URPD.

This shift runs from 18:00 (6:00 pm) on the day you are scheduled to 18:00 the following day. It begins with shift change from the outgoing crew and an equipment check at 6 pm. After that, providers on duty live their lives like any other day. Providers on duty go to class, club meetings, office hours, sleep, hang out with friends, etc. During duty, providers carry a UREMS duty phone with them at all times. A text message dispatch is sent to the phone when there is a call. At that point providers stop what they are doing and respond to the call. Once they clear the call the provider goes back to living their life. At 18:00 the next day they hand off the equipment to the incoming shift.

ATTENTION: It is the provider’s duty to inform their professors, employers, advisors, etc. of their obligation to respond to emergency calls.

Rules for providers during 24 Hour Duty:

- Be dressed in UREMS uniform
- Must be physically present on campus during the entire shift
- Must carry assigned duty phone and radio on your person at all times
- No parties can be hosted in a provider’s residence while they are on duty
- Within eight hours prior to the Start of Shift and throughout their entire duty providers are strictly forbidden from consuming any alcohol or using any drugs, illicit or over-the-counter, which may impair their ability to respond to, or provide patient care during an on-campus medical emergency

24 Hour Duty Schedule:

The Duty Scheduled is maintained by the Vice President/Operations Chief. The schedule will be posted well in advance. Providers are welcome to swap shifts with one another, but need to inform the Vice President/ Operations Chief as sure as they have confirmed their swap. If shift change needs to occur earlier or later than posted that is acceptable as long as both the incoming and outgoing agree. The Vice President/ Operations Chief must be notified of this schedule change.

The duty schedule needs to be accurate as RAA or URPD may need to get into contact with the providers on duty and therefore they need accurate information. A sample of a duty schedule is below:

January 2021									
POSTED					ACTUAL				
Date	Day	UREMS 1	UREMS 2	On-call Supervisor	Date	Day	UREMS 1	UREMS 2	On-call Supervisor
1-26-21	Tuesday	Rimi	Fallon	Bala	1-26-21	Tuesday	Rimi	Fallon	Bala
1-27-21	Wednesday	Choe	Elgarten	Bala	1-27-21	Wednesday	Choe	Elgarten	Bala
1-28-21	Thursday	O'Rourke	Dang	Bala	1-28-21	Thursday	O'Rourke	Dang	Bala
1-29-21	Friday	Sriramaneni	Miller	Bala	1-29-21	Friday	Schmitt	Miller	Bala
1-30-21	Saturday	Schmitt		Rimi	1-30-21	Saturday	Sriramaneni		Rimi
1-31-21	Sunday	Narwold		Rimi	1-31-21	Sunday	Narwold		Rimi
2-1-21	Monday	Carrick	Fallon	Rimi	2-1-21	Monday	Carrick	Fallon	Rimi

24 Hour Duty Shift Change Procedures:

Shift change occurs at 18:00 (6:00 pm) on the date listed on the duty schedule. The incoming and outgoing shifts meet in the lobby of the Special Programs Building (490 Westhampton Way). The outgoing shift should inform the incoming shift of any pertinent information and give the incoming crew the UREMS duty phones, radios, and vehicle keys. At this point the outgoing crew is dismissed from duty.

Next, the incoming crew should go to the URPD front desk. Inform the communications officer at the front desk that you are there for UREMS (press the red doorbell if no one is at the front desk). The communications officer should open the door for you.

Walk down the hall to the patrol office. On top of the file cabinets are the radio chargers for UREMS radio and change the appropriate radio battery. Providers are required to change their radio batteries each shift.

Once the radio battery has been swapped, providers can exit URPD. Next, both providers need to complete a thorough bag and vehicle check and submit the inventory form online, by 18:30 (6:30 pm). Any major issues should be reported to the Operations Chief immediately.

UREMS positions:

During each 24 hour duty there are two positions that can be filled by UREMS providers.

1. UREMS 1
2. UREMS 2

UREMS 1:

- UREMS 1 will act as the senior member of the patient care team
- UREMS 1 will act as the “Attendant-in-Charge” or “Crew Chief” for all calls they attend
- Unless otherwise noted the UREMS 1 will be the driver of the Quick Response Vehicle
- UREMS 1 will use the call sign “UREMS 1” (pronounced “U-R-E-M-S One” with each letter being individually pronounced) for radio communications

UREMS 2:

- UREMS 2 will act as the junior member of the patient care team
- If there is a second call dispatched while both UREMS 1 and UREMS 2 are enroute to the first call the UREMS 2 will change their course and respond solo to the second call along with URPD
- The UREMS 2 can drive their personal vehicle while on duty using the Y pass
- If the UREMS 2 does not have a personal vehicle they will respond on foot
- UREMS 2 will use the call sign “UREMS 2” (pronounced “U-R-E-M-S Two” with each letter being individually pronounced) for radio communications
- If there is no UREMS 2 assigned for the next shift the UREMS 2 should place Bag 2 in the UREMS Quick Response Vehicle
- If there was no UREMS 2 assigned for the outgoing shift Bag 2 can be found in the UREMS Quick Response Vehicle

Response Procedures:

1. Providers will be dispatched by text message on their duty phones. Dispatches include call location, patient information, and possibly other relevant information.
2. Providers must respond on the radio that they are “enroute” within three minutes of receiving the dispatch.
3. Once providers arrive on scene they should mark themselves via radio to dispatch that they are “on-scene.”
4. If entering a room, knock and announce “EMS” before walking in.
5. Once providers physically make contact with the patient they should mark “patient contact” on the radio.
6. Typically, URPD officers will be on scene and may have begun care. Pick up where URPD left off.
7. Provide your first aid interventions, including vitals, and a thorough patient history

- a. Patient histories are incredibly important, it is therefore incredibly important to ask good questions, based on the OPQRST and SAMPLE histories.
8. Continue providing care to patients until the transporting agency responds.
9. The transporting agency likely will want a brief report, including chief complaint, vitals, and relevant patient history.
10. Once the call is finished, ask the URPD officers if they need anything from you.
11. Once dismissed from duty, on the radio mark yourself “all clear, back in service,” remove your PPE, and wash your hands.
12. Finally complete the URPD overtime pay form.

24 Hour Duty Pay:

Providers are only paid for duty shifts if they get a call, and are paid for the duration of the call (or calls), not 24 hours. For each call during a shift, providers need to fill out the URPD pay form and email it to Lt. John Jacobs (jjacobs@richmond.edu). An example of a pay form is below:

**University of Richmond
Police Department
Notification of Extra Hours Worked**

Employee’s Name:

Date of Notification:

Date Extra Hours Worked: # Hours Worked:

Actual Hours Work: to:

Reason for Extra Hours Worked:

Extra Hours Authorized/Approved in Advance By:

Hours Verified by:

Please check one of the boxes below:

Overtime
 Straight Time
 Flex Time

Note: The number of hours is always rounded up to the next hour. For example, the call in the example above had an actual duration of 30 minutes. However, the # Hours Worked should be listed as 1 hour. Similarly, if a call last 61 minutes the # Hours worked should be recorded as 2 hours.

Vehicle Operations

Quick Response Vehicle Overview:

- UREMS operates a Quick Response Vehicle or QRV that is equipped as a Virginia Department of Health certified BLS Non-transport Vehicle.
- The QRV must remain within the boundaries of campus, including sections of campus periphery roads immediately next to campus (River Road, College Road, Campus Drive).
- Unless otherwise noted the UREMS 1 will drive the QRV while on duty.
- If the QRV is not in service the keys should be located on hook in the key box located in the URPD patrol office.
- The driver must complete a vehicle inventory form during shift change and submit it by 18:30.
- The only authorized drivers of the QRV are approved UREMS providers, URPD officers, and RAA employees.
- The QRV should be locked, whenever it is not being attended to.
- No passengers can ride in the QRV with the exception of on-duty providers. It is a violation of UREMS policy to drive a non-authorized individual, and could result in disciplinary action.

Non-emergency operations:

- Anytime the QRV is not responding to an emergency call shall be considered to be a non-emergency operation.
- All non-emergency operations will be made using headlights only – no visual or audible warning devices shall be used. During a non-emergency operation, an EMS vehicle shall be driven in a safe manner and is not authorized to use any emergency vehicle privileges as provided for in the Virginia State Vehicle and Traffic Law.

Non-emergency parking:

- Drivers should park so that they are able to reach their vehicle within three minutes of receiving a dispatch message.
- Drivers can park in any parking spot on campus unless otherwise noted.
- Drivers are prohibited from parking in handicap spots, reserved spots (electric vehicles, “reserved for Dean of the Westhampton College,” etc.), fire lanes, and unmarked parking spots.
- Drivers should make their best effort to back into parking spots in order to quickly respond in the event of an emergency call.

Emergency operations:

- EMS response vehicles do not have an absolute right of way; it is requested and cannot be taken forcefully.
- Only a Priority 1 response permits the usage of emergency lights and sirens. Based on the provider's proximity to the call, time of day, and expected level of traffic it will be at his or her discretion whether or not to use such devices on Priority1 responses. Audible or visual warning devices are NOT permitted during any other priority response
- During an emergency operation, where the usage of audible and visual warning devices is indicated, the provider must use the "all or nothing" method as per Virginia State Vehicle and Traffic Law. Meaning the provider must use lights and sirens together one cannot be operated without the other when moving.
- A UREMS vehicle shall be operated in accordance with state code.
- The vehicle must ALWAYS be operated with due regard to the safety of persons and property.

Due to the high level of pedestrian traffic, abundance of speed bumps, and windy roads there is almost never a reason to utilize lights and sirens during an emergency response on campus. The few seconds saved are typically not worth the danger of operating with lights and sirens.

Emergency parking:

- When a QRV driver arrives on scene they should park and turn on the emergency lights if not parked in a parking spot
- Lights help for transporting agencies to locate the scene and allows others to avoid the QRV if it is parked in an unusual area.
- Lights can be left on, even when the car is turned off.
- Remember to lock the car.
- The QRV can park in fire lanes and access roads if necessary during emergency operations.
- Grassy areas should be avoided unless absolutely necessary to care for a patient.
- When parking the vehicle while making a response:
 - Consideration MUST be given to other incoming vehicles such as police and transport agency vehicles. Do not block their access to the scene.
- Crew and patient safety shall be the most important factors in selecting an appropriate location to park.

Personal Vehicle:

UREMS 2 can operate their personal vehicle during their duty shifts. They must hang the Y-Pass from their rearview mirror. The guidelines for personal vehicles are the same for Non-emergency and operations for the QRV. Personal vehicles must remain within the boundaries of campus, including sections of campus periphery roads immediately next to campus (River Road, College Road, Campus Drive). During emergency responses personal vehicles must be parked in marked parking spots and follow all laws when driving.

Vehicle Incidents:

- Any incidents involving the QRV must be reported to the Operations Chief and the URPD liaison Lt. John Jacobs.
- If the vehicle is involved in a collision, the driver should first move to a safe location, and contact URPD for an officer to file a police report.
- Drivers should use their judgement on how to contact URPD.
 - A minor bump or fender bender in a parking lot should be reported to URPD using the non-emergency phone number.
 - An accident with severe damage, injuries, or needing an emergency response (fire, rescue, EMS) should be called in using the emergency phone number.
- Once the driver has contacted URPD they should contact the Operations Chief to inform them of the incident.

Communications

Duty Phones:

- Duty phones must be carried on your person at all times.
- Duty phones should be charged regularly.
- When sleeping the duty phone ringtone should be placed on 911 pager.
- The UREMS 1 duty phone is a blue iPhone and the UREMS 2 Duty phone is a red iPhone.
- Both duty phones passwords are 0911.
- Dispatches are sent via text message to UREMS duty phone.
- All calls should be picked up even if the phone marks them as spam. From time to time URPD or RAA needs to get in contact with the on-duty provider.
- Providers are required to have the following list of phone numbers saved in their personal phone:

Resource	Phone Number
UREMS 1 Duty Phone	(804) 382-4415
UREMS 2 Duty Phone	(804) 382-4439
URPD Emergency	(804) 2890-8911
URPD Non-Emergency	(804) 289-8718
URPD Lt. John Jacobs	(804) 389-8543
RAA Capt. Jay Rupkey	(804) 385-8159
RAA On-Duty Supervisor	(804) 254-1105
RAA Communications	(804) 254-1115
RAA Communications Supervisor	(804) 254-9415
UREMS Officer	
UREMS Officer	
UREMS Officer	
UREMS Officer	
UREMS Officer	

Radio Overview:

- Radio batteries must be switched each shift
- Never hold a radio by the antenna
- UREMS 2s who are walkers can keep the radio in their bag
- UREMS utilizes the radio channels used by all of the greater Richmond public safety apparatus
- When talking to dispatch you are typically speaking to RAA communications center, not University of Richmond employees
- UREMS operates on channels: REMS 1, REMS 2, UROPS1, & UROPS2.

Radio Channel	Zone	Description
REMS 1	RAA/RFD	Used to mark: enroute to call & receive initial report from dispatch
REMS 2	RAA/RFD	Used to mark: on-scene, patient contact, all clear back in service, communicate with transporting crew
UROPS1	Local	URPD main channel
UROPS2	Local	URPD auxiliary channel & special events channel

Operating Radios:

- To turn on, turn the big knob on the right of the radio. This knob also controls volume.
- The radio should always be set to REMS 1. When REMS 1 is set as the channel, the top of the screen will display RAA/RFD in small letters and below in large letters REMS 1 will be displayed.
- To change the radio to REMS 2 turn the small knob in the middle one click to the right
- If the channel is not on the one you want it to be set to and the small letters on top display RAA/RFD turn the middle knob until you reach REMS 1.
- To go from REMS 1 to UROPS1 select Zone by using the select button located near the bottom left of the display screen. Next using the arrow keys scroll down until Local is highlighted. Select Local by pressing the same select button on the bottom left of the display screen. Turn the small middle knob until the channel reads UROPS1. To go to UROPS2 turn the small middle knob one click to the right
- To go from UROPS1 to REMS 1 select Zone from by using the button located near the bottom left of the display screen. Next using the arrow keys scroll down until RAA/RFD is highlighted. Select RAA/RFD by pressing the same button on the bottom left. Turn the small middle knob until the channel reads REMS 1. To go to REMS 2, turn the small middle knob one click to the right

Emergency Radio Operations:

It is important to know the radio call outs as they change based on your position (UREMS 1 or UREMS 2) and location of call (Richmond or Henrico). The initial dispatch will inform you whether the call is located in the City of Richmond or Henrico County.

City of Richmond UREMS 1 Callouts

Sequence	Radio Channel	Call Out	Description
1	REMS 1	"UREMS 1 enroute to [full location name]"	After receiving dispatch and initiating response, typically when provider reaches the QRV or their car
2	REMS 2	"UREMS 1 on-scene"	When at the location of the call, but before approaching the patient. If the patient is inside this call occurs outside of the building
3	REMS 2	"UREMS 1 patient contact"	Once physically in the same room as the patient
4	REMS 2	"UREMS 1 all clear back in service"	Once call has finished and the patient has been transported or refused transport

City of Richmond UREMS 2 Callouts

Sequence	Radio Channel	Call Out	Description
1	REMS 1	"UREMS 2 enroute to [full location name]"	After receiving dispatch and initiating response, typically when provider reaches the QRV or their car
2	REMS 2	"UREMS 2 on-scene"	When at the location of the call, but before approaching the patient. If the patient is inside this call occurs outside of the building
3	REMS 2	"UREMS 2 patient contact"	Once physically in the same room as the patient
4	REMS 2	"UREMS 2 all clear back in service"	Once call has finished and the patient has been transported or refused transport

Henrico County UREMS 1 Callouts

Sequence	Radio Channel	Call Out	Description
1	REMS 1	"UREMS 1 responding to county call, (state address and chief complaint)"	After receiving dispatch and initiating response, typically when provider reaches the QRV or their car, listen for questions from dispatch
2	REMS 2	"UREMS 1 all clear from county call, back in service"	Once call has finished and the patient has been transported or refused transport

Henrico County UREMS 2 Callouts

Sequence	Radio Channel	Call Out	Description
1	REMS 1	"UREMS 2 responding to county call, (state address and chief complaint"	After receiving dispatch and initiating response, typically when provider reaches the QRV or their car, listen for questions from dispatch
2	REMS 2	"UREMS 2 all clear from county call, back in service"	Once call has finished and the patient has been transported or refused transport

Flagged Down

While on duty a patient or bystander may flag down a provider. If this is the case the provider should contact URPD dispatch to inform them of the situation

Sequence	Radio Channel	Call Out	Description
1	UROPS 1	"UREMS 1 (or 2) to dispatch"	When flagged down on campus

Speaking on the radio:

- Take a deep breath, think about what you are going to say, hold the microphone button for a few moments then begin speaking, clearly and slowly while pressing down the microphone button, once finished wait a moment of two and then release the microphone button
- Use plain English when speaking on the radio, avoid jargon or codes
 - Instead of saying “10-4” say “Ok, got it.”
- When talking to dispatch on REMS 1 or REMS 2 you are talking to RAA communications officers. They do not know UR as well as you do. Therefore, it is important to always use the full names of locations as they are likely not familiar with UR’s campus.

City of Richmond

Good	Bad
“Enroute to Tyler Haynes Commons”	“Enroute to THC”
“Enroute to Robins School of Business”	“Enroute to the BSchool”
“Enroute to Gottwald Center for the Sciences”	“Enroute to Gotty”

Henrico County

Good	Bad
“Responding to county call, 159 UR Drive, chief complaint: muscle spasms.”	“Enroute to IM Fields.”
“Responding to county call, 490 Westhampton Way, chief complaint: hallucinations.”	“Enroute to Special Programs Building.”

Mayday Button

On top of both radios is an orange Mayday button. Press this button if you are in a life-threatening situation or extreme danger. Otherwise never press this button. If you press the button accidentally follow the steps below:

1. Do not change channel
2. Hold down orange Mayday button
3. State “UREMS 1 (or 2) acknowledges accidental activation of Signal 33, ID number (state your four digit ID number)
4. Call RAA Communications Center
5. Call Lt. Jacobs and make him aware.

Events

Event Stand-By Overview:

Event standbys are most common for major sports events like football games, men's basketball games, and a few lacrosse games, although other special events have included the UCI Road World Championships (2015) and Spider Board's Spring Concert featuring Sean Kingston and Bryce Vine (2019).

Event Stand-By Schedule:

When UREMS or URPD receives a request for EMS from Athletics or other interested party one of the UREMS officers will send a message to all active-duty UREMS members to staff the event. These shifts typically go on a first come first serve basis. Basketball games are typically four hours and football games are six.

Event Stand-By Procedures:

- Provider should report to the designated meeting location one hour before the event starts.
 - Typically, this will be the First Aid/Police room in Robins Stadium/Robins Center
- Radios and first aid bags will be located in the First/Aid Police room.
- Once reporting there will be an event briefing with the URPD officer in charge who will assign positions.
- Radios should be set to UROPS2 or another channel designated by the URPD Officer in Charge.
- One provider will be stationed in the First Aid room and others will be stationed strategically around the event space.
- If a provider has a patient contact they should radio URPD "UREMS to URPD" on the designated event channel and report "Patient contact, your location, chief complaint."
- Once the event has ended return the first aid bags and radios to the First Aid room. After returning equipment providers are released from duty.
- This is a public facing assignment and it is very important to have a positive and professional demeanor.

Event Stand-By Pay:

Providers are compensated for the duration of their time at the event no matter the call volume. Providers do not need to complete the URPD pay form as their hours will be logged manually by URPD liaison Lt. John Jacobs.

EMS is a Team Sport

UREMS works with a variety of agencies and offices in order to ensure continuity of care and promote public safety.

URPD:

The University of Richmond Police Department is an important partner to UREMS. URPD officers respond to all calls that UREMS providers go to. URPD officers ensure scene safety, begin patient care, and flag down transporting ambulances. Additionally, URPD communication officers can dispatch UREMS personnel.

URPD also carries out the law enforcement and other university functions that may be necessary during a call. Remember as a UREMS provider it is not your job to investigate, rather it is your job to document and to render compassionate professional care.

RAA:

Richmond Ambulance Authority is another important partner to UREMS. UREMS is a subsidiary of RAA and follows their patient care protocols, and their medical direction. RAA dispatches most UREMS calls and provides ALS transports to most patients at UR.

TVRS:

Tuckahoe Volunteer Rescue Squad provides ALS patient transports for patients who are located in the Henrico County section of campus. This section of campus is the corner near the intersection of Huguenot and River Roads and includes the Special Programs Building, Gateway Apartments, Intramural Fields, and some University Forest Apartments.

Henrico Fire:

The Bureau of Henrico Fire provides ALS patient transport when TVRS is not available.

Residence Life and Housing:

While students are living in residence halls there is always a residence life professional staff on call. In the event of a medical call involving a student URPD may contact the on-call staff. The staff member will arrive on scene and provide the patient with resources including a taxi voucher to get back from the hospital.

UR Well:

The Health and Well Being Unit is an important partner in UREMS outreach programs, such as alcohol education and CPR/AED training.