



Spring '23

SlayTX!

Squad Updates

- New Board members!
 - DOP, DDEI, DOR positions are still being filled
- Newbies! Let them take your BP and pulse when you see them around!
- Mental Health Training with Garrett from the Counseling Center in April
 - Suggestion/Input form in your inbox!
- Payment proposal submitted to Student Affairs
- Call Review– required to attend one per semester
 - Next one is next Friday, March 31st at 6:00 PM!

Squad Updates

- **ACEMS**

ACEMS Information ▾

Detailed FAQ

Classes and Recruitment

Orientation Informational Video

ACEMS Application

Standard Operating Procedures 📄

Schedule 📄

Personnel 📄

Squad Resources 📄 ▾

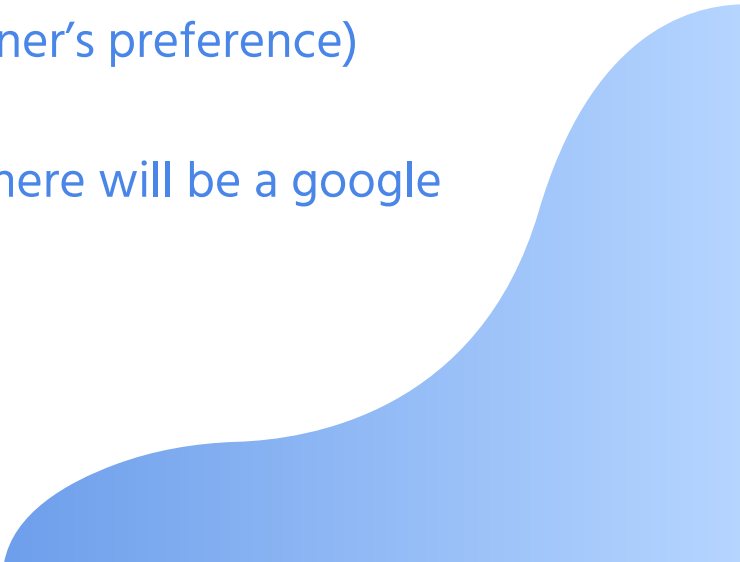
Run Report Logging/Med-10
Evals 📄

Login for Additional Pages

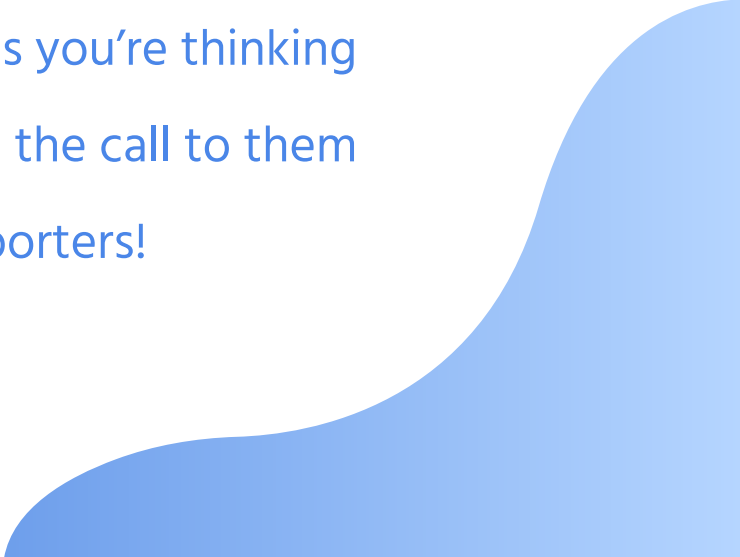
Unusual Incident Report 📄

- New [info video](#) dropped
- ACEMS Speed Dating form!
- Recent tone-out errors
 - If you don't hear from someone on the radio, ask dispatch to tone them out again
 - Make group chats! Save people's phone numbers from the Personnel tab of the website

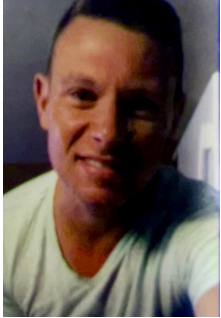
Squad Bonding

- The game is called “Assassin”
 - Rules (more detailed email coming)
 - There is a prize (will be tailored to the winner’s preference)
 - If you really don’t want to take part in it, there will be a google form to indicate that you want to opt out
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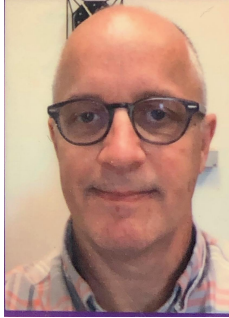
CSAs

- CSAs = Community Safety Advisors
 - Usually stationed outside during calls
 - Please be respectful, check in with them, keep them in the loop
 - Let them know what transport options you're thinking
 - You can relay basic information about the call to them
 - Keep in mind that CSAs are mandatory reporters!
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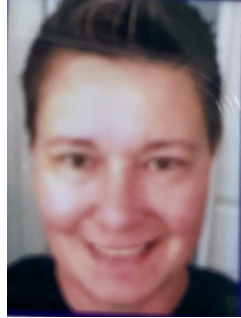
CSA Team



**Rob
Johnson**
Director



**Dave
Higman**
CSA



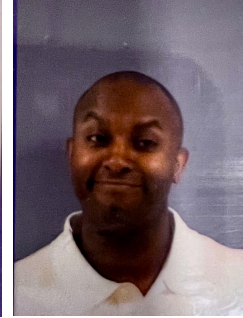
**Chris
Evans**
CSA



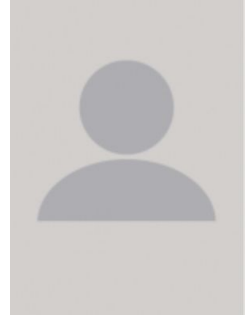
**Melvin
Moreno**
CSA



**Wanda
Vazquez**
CSA



**Clifton
Clarke**
CSA



**Brendan
Horan**
CSA

**No CSAs on call during Saturday 4 AM - 11 AM,
Sunday 10 PM - Monday Morning**

Med-12 Transport Guide

- Guide will be sent out via email after STX!
- But here are some highlights:
 - If AFD is needed,
 - Say “Med-10/Med-12 to Dispatch, requesting AFD to *insert location, insert important information about the nature of the call, particularly why you called AFD.*”
 - Make sure AFD has patient name and DOB upon arrival
 - Write big on the back of the pink sheet
 - If refusal (no transport),
 - Make sure you have pt’s signature (and witness’s if able)
 - Remind patient to call back if condition worsens
 - Ask pt if they would like the AOC to follow up

Transport Options (full list)

*Note: new clipboard guide dropping soon...be ready

1. Keefe Health Center
 - Mon-Fri: 9am-5pm, **except** Wed: 8:30 AM - 10:00 AM
2. UMass: University Health Services
 - Mon-Fri: 8am-8pm, Weekends: 9am-5pm
 - By appointment only
 - MammothRides can transport!
3. Urgent cares around Amherst/Hadley area
 - Between all options, at least one will be open during daytime hours
 - 8am-7pm ish, 7 days a week
4. Emergency room (Cooley Dickinson in Northampton or Baystate in Springfield)
 - 24/7

Making Transport Decisions

- When to call AFD
 - Patient is so intoxicated/altered mental status and can't sign refusal
 - Major life threats (ex: CPR, tourniquet, breathing is abnormal)
 - If the patient wants to go to the ER or has no preference
 - You don't feel comfortable leaving the patient alone (ex: chest pain, head pain, head injury, ingesting cleaning agents or chemicals)
- What does calling AFD mean?
 - Calling AFD does NOT mean the patient will be automatically transported to the ER
- What to keep in mind when calling AFD
 - If the patient is a minor, they can refuse ACEMS but can NOT refuse AFD
 - The ER has \$250 copay (this can be reimbursed if the patient is on financial aid and on student insurance)
 - Ambulance is free on student insurance

EtOH calls (full guide)

We get a lot of them!

1. Assess mental status (AVPU and AxO questions)
 - a. **Consider calling AFD if they have altered LOC**
2. Baseline vital signs (**eyes!**)
3. Pertinent negatives
 - a. Other legal/illegal drugs, head injury, sufficient food intake
4. Has the pt vomited? What kind of vomit?
5. Use your **intuition**
 - a. Progressive positive/negative trends

Medical Amnesty

- If the call concerns alcohol/other drugs violations or significant violence, **Student Affairs (Case Management and/or Community Standards) will reach out**
- Students will NOT be subject to AOD disciplinary policies if they meet with community standards
 - **NOTHING** will go on their permanent record
- Community standards does not know *anything* besides the dispatch information, and students can share as little or as much as they want in the meeting
- Two branches of communication: ACEMS-Health Center, CSAs-Community Standards
- Be mindful of the **disproportionate impact** of alcohol/other drugs violations on DACA/Undoc/International Students
- **If a pt. asks what's going to happen to them, here's what you can say:**
 - "Community standards will reach out by email to schedule a check-in meeting, but nothing will go on your record and you don't have to tell them anything."
 - The meeting is mainly to check in and provide wellness resources

Financial Considerations

Students may not have the financial means to afford higher levels of care

What can we do when recommending options for further treatment?

- Do not assume that the best option may work for them
- **Provide as much information** as you can about costs of options
- Provide lower-cost alternatives where possible
- Thoroughly **explain reasoning** and benefits for different options
- If they do not want to pursue further treatment, encourage them to call us back

As much as possible, familiarize yourself with transport options
(if you haven't already)

Emergency Health Insurance FAQs

How much do I have to pay for an ambulance?



- Students on the **college health insurance plan do not have to pay** for an ambulance ride, health insurance covers that.
- Students on **alternate health insurance coverage** may have coverage for ambulance rides, but this is something **the student would need to check** with their insurance to learn more about.

How much do I have to pay for a visit to the ER?

- Students on the **college health insurance** typically have a **\$250 co-pay** for an emergency room visit, though if you are admitted to the hospital for higher level care that co-pay drops to zero.
- Students on **alternate health insurance coverage** may have a pre-determined co-pay amount for emergency room visits, though they may have a deductible as well. This is something **the student would need to check** with their insurance to learn more about.

Financial Support



- **All students** may apply for **emergency funding** for an unanticipated financial challenge.
- Some students **on financial aid** are eligible to have out-of-pocket medical expenses such as **co-pays covered by financial aid grant** (if you are a current recipient of the Access Grant, you likely fall in this category) up to a **maximum of \$5,000 per year**. Email aidenhancements@amherst.edu to learn what financial support you are eligible for via **Financial Aid**.
- Students who are **not eligible for enhanced financial aid** may still be eligible to have **out-of-pocket medical expenses covered** if they are eligible **through the Student Emergency Fund**.
- If you are not eligible for financial support from the college, it is often still possible to **work with the billing office of hospitals** and medical providers to arrange **payment plans over 12/24 months** if it will be difficult to pay an entire medical bill up front.

QR Code for more information about **The Emergency Fund**



Patient Care Reminders

- Be aware of how **your** identity influences
 - how **others** may feel in a situation
 - how **you** perceive a situation
- As a medical provider, you are in a position of power
- **Ask for consent to touch**
 - Kneel down to be on patient's level if they are sitting/lying down
 - Allow space for privacy if possible: can ask bystanders to step outside
- If there are other people around: **ask whether the patient is comfortable with you asking them personal questions in the current environment**
- Name + pronouns: **Ask**, ALWAYS!
 - Ask for legally assigned sex at birth and/or gender identity **if** it is pertinent to a call (e.g. chest pain shows up differently in females vs. males)

Call Reminders

What if...

- **Vitals are abnormal?**

- A: Write down vitals and have Med-10 read it. Do NOT say it out loud

- **You are unsure of vitals?**

- A: Say "Could you take it again?". Do NOT say "I think it was 122/78?" or that you did not get it in front of patient

- **You want to talk privately with squad member?**

- A: Pull squad member to the side. Do NOT whisper in front of patient

- **Patient asks if they will be ok?**

- A: "You are in good hands and we are doing the best we can."
Do NOT say "Everything will be ok."

Mental Health Resources

1. Scheduling an urgent appointment (available 9am-4pm)
 - a. Made same-day by calling this line: **413-542-2354**
2. 24/7 support line at the Counseling Center: **413-542-2354**
3. Single Session Treatment:
 - a. Appointments can be made by calling, emailing, or through the Center for Counseling & Mental Health [website](#)
 - b. Counselors are confidential resources, and you can discuss the call with them (without patient-identifying information)
4. **Other squad members!**

How STX Works

STX = Situational Training Exercises

- Kind of like a pass-fail day :)
- Buddy-finding exercise <3
- 6 Stations
 - CPR
 - Ankle Wrap
 - Scenarios
 - One scenario per pair
 - More realistic scenarios (not ACEMS-like); have all AC transport options
 - Vitals
 - AFD
 - Anurima and Henry's Office Hours
 - Get affiliated! Do a bunch of other things!
- **You MUST go to every station, check in with Hannah or Irene, then you can leave**

Rooms

E210 - Vitals (Hannah, Irene, Woohyun, Annika)

E212 - CPR (Tim) and Scenarios (Liam, Sidnie)

E110 - CPR (Ryn) and Scenarios (Stephanie, Jack)

E108 - Scenarios (Sophie, Austin)

A011 - CPR (Aidee) and Ankle Wrap (Mia, Andrés, Maria)

A013 - Office Hours (Henry, Anurima)

Outside - AFD <3

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Happy SlayTX!