



Private Ambulance Service

Guidelines

Preamble

The private hospital ambulances are those ambulances which offer evacuation services to patients from their parent hospitals. These services shall be from the said hospitals or service to a diagnostic facility or to a centre of higher care.

1. The unit (ambulance) is to be inspected **prior** to commencement of operations and it must conform to:-
 - Minimum equipment levels in line with current regulations and levels for BLS ambulances in Zimbabwe
 - Appropriate crew structure i.e. always crewed by not less than two pre-hospital care practitioners registered with AHPC and in possession of a current practicing certificate.
2. The ambulance may **not** be used for:
 - Primary Response/Emergency calls
 - Long Range intercity transfers
 - Sport and Event Cover
 - Conveying members of schemes offered by the institutions (This is considered a primary response)
 - As a staff bus or any other duties not specified as ambulance duties

Requirements

1. Application form
2. Practitioner in Charge Requirements (AT - For Basic level only /EMT or Paramedic – For all levels)
 - i. Application Letter
 - ii. Copy of Registration Certificate
 - iii. Copy of valid Practising Certificate
 - iv. 2 recent passport photos
 - iv. Updated CV/Job profile with at least three (3) years working experience
 - v. A testimonial from a registered practitioner on the same register who has got more experience than practitioner in charge and is not involved in the registration of the specific institution
4. Additional personnel Requirements (AT/EMT/Paramedics)

NB: At least one additional practitioner is required

 - i. Copy of registration certificate
 - ii. Copy of Practising certificate
5. Medical Director Requirements
 - i. 2 recent passport photos
 - ii. Copy of registration Certificate
 - iii. Copy of valid practising certificate
6. List of ambulances (Vehicle registration numbers) and equipment. **At least one (1) ambulance is required**
7. An approval/registration certificate and letter from the Health Department of the city or town of operation.
8. Non-refundable registration fee applies
9. Company registration documents (CR14, CR6)
10. Tax clearance
11. Current HPA Registration Certificate

1. Front Entrance

- Access for wheelchairs.

2. Reception/Waiting Area

- Minimum floor 4 x 4m
- Adequate ventilation and lighting provided by both natural and artificial means.
 - *Natural Ventilation - window on external wall capable of being opened- openable area must be at least 25% of the window area. The window area must be at least 10% of the floor area.*
 - *Artificial Ventilation - where natural ventilation is not possible, there must be a provision for artificial ventilation (fans/air conditioners).*
 - *Lighting – where natural lighting is not possible, there must be a provision for artificial lighting.*
- Floors must be impervious and non-slippery
- Floors for executive clinics which attend to executives must have some comfort such as carpets and sofas.
- Walls must be brought to a smooth, impervious and washable finish.
- Desk and chair for receptionist.
- Sitting area for patients. Number of seats depends on how busy the rooms are.
- Chairs must be covered with washable material.
- Patient register
 - *All attendances on daily basis (Section 5a of Statutory Instrument 132 of 1995).*
 - *Clinical records of all doctor-patient encounters must be kept and filed.*
 - *Records must be on site and readily available to the Practitioners when needed and to the Inspectors.*
 - *A blend of electronic and hard copy records is allowable. Automated medical records improve patient queue management, record keeping and paperless office.*
- Lockable cupboard for patients files.
- Computer and printer (optional).
- Foot operated receptacle with self-closing devices, with plastic lining for ease of cleaning and infection control purposes.
- Displayed on the wall:
 - valid practitioner's practising certificate and other relevant licences.
 - The HPA certificate should be displayed at a conspicuous place and a non-compliance fee shall be charged for failure to comply with this requirement.

3. Sanitary Facilities

- Separate facilities patients and staff. Where possible, separate facilities for male and female patients.
- Facilities to be labelled.
- Wash hand basin:
 - *Connected to hot and cold water.*
 - *Splash back tiles.*
 - *Liquid soap.*
 - *Non-reusable hand drying facilities (i.e. paper towels or hand dryers).*
 - Foot operated receptacle with self-closing devices, with plastic lining for ease of cleaning and infection control purposes.

4. Medical Waste Disposal

- Arrangement for medical waste disposal & sharps with a reputable company/nearest hospital
- Arrangement for general waste disposal.
- Fire Extinguishers
 - Types: 9L Water, 9kg Dry Chemical Powder, Foam, and Carbon Dioxide.
 - To have a valid Service Date.
 - Fire hose reel: for multi-storey buildings as applicable.

5. Power Backup

- Appropriate and adequate backup power.

6. Water Backup

- Adequate means of water backup.

7. Call Room

- Washable, impervious and non-slippery floor.
- Walls to be brought to a smooth, impervious and washable finish.
- Ceiling
- Adequate ventilation and lighting provided by both natural and artificial means.
- Desk and chair
- Call system
- Wash hand basin
 - *Connected to running tap water*
 - *Splash back tiles*
 - *Liquid soap*
 - *Non-reusable hand drying facilities (i.e. paper towels).*
- Foot operated receptacle with self-closing devices, with plastic lining for ease of cleaning and infection control purposes

8. Bed and appropriate linen for persons on call

9. Service Area

- Area for servicing vehicles
- Car servicing records
- Wash bay- for decontaminating the vehicles

10. Vehicles

Note: Full range of ambulance equipment includes the minimum of:

Guidelines for ambulance equipment

The proposed standard is applicable to vehicles capable of transporting at least one person on a stretcher and must be staffed **by a minimum of two appropriately medically trained personnel**. Vehicles must be equipped to provide one or more of three standard levels of care.

A) Patient Transport:

This will require basic equipment for professional Accident and Emergency and nursing care.

B) Emergency Ambulance:

These vehicles must stock the equipment necessary for the basic treatment and monitoring of patients with current methods of pre-clinical care.

- A couch with clean linen.
- First aid response bag with the following items medicines, cannulae, giving sets, vacolters, diazepam and frusemide.
- A drug reference book
- Intubation equipment for the adults and children.
- Catheters
- Ambulance partitioning to separate the driver and the patient
- Functional ambulance beacon and siren

Vehicle Type	A	B
Main Stretcher/Undercarriage	1	1
Scoop Stretcher	1	1
Carrying Sheet or Carrying Mattress	1	1
Long Spinal Board with Spider-type harness	1	1
Femoral / Lower Limb Traction Splint	1	1
Head Immobiliser Device	1	1

Cervical Collars – Suitable for adults and children	1	1
Extrication Devices or short spinal board (one of these)	1	1
Stationary Oxygen System-Minimum Capacity 1360L with regulating valve and one outlet per stretcher capable of delivering 15L/min	1	1
Portable Oxygen System-Minimum Capacity 340L with regulating valve and an outlet capable of delivering up to 15L/min	1	1
Quick-connection – Bag-Valve-Mask-Reservoir-Resuscitators with masks for all ages	1	1
Suction Device- If this is fixed in the vehicle, an additional portable suction device must be carried	1	1
Manual BP monitor, cuff-sizes 10cm-66cm where carried, a Doppler type of Automatic Blood Pressure Monitor shall operate accurately in the conditions of vibration and Electrical interference.	1	1
Non-invasive Pulse Oximeter	1	1
Stethoscope	1	1
Thermometer, min range 28°C-41°C	1	1
Diagnostic Light	1	1
Entonox or an equal product	1	1
Infusion solutions, litre	1	4
Equipment for injections and infusions, set		2
Infusion mounting of minimum capacity 5kg	1	2
Defibrillator/monitor display recording and documentation of patient data DC defibrillation batteries to be re-charged from vehicle supply unless batteries are interchangeable		1
Pacing facility		1
Nebulisation apparatus		1

A Portable Equipment Bag / “Jump-Bag” with equipment used in the immediate stabilization of patients in or out of the vehicle must be carried, and contain disposables and equipment commensurate with the grade of staff operating in the vehicle at the time.