

Administering of Medicines Policy 2023-24

"Springfield is a caring, supportive and innovative school where everyone is recognised and appreciated as an individual. The golden thread running through our vision is the mental health and wellbeing of our school community. By creating a safe, supportive and relational environment for all, we enable our children to be ambitious and to reach their full potential, so that they can take their place in their community and in the wider world."

Policy Statement

Springfield Community Primary School is an inclusive community that welcomes and supports pupils with medical conditions. We understand that children can suffer from long term, short term, chronic and acute illnesses and will provide for all pupils without exception or discrimination. This includes both physical and mental health conditions.

Springfield Community Primary School provides all children with any medical condition the same opportunities as others at school, enabling them to play a full and active role in school life, remain healthy and achieve their academic potential.

We will help to ensure they can:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution

Springfield Community Primary School will make sure all staff understand their duty of care to children and young people in the event of an emergency. All staff feel confident in knowing what to do in an emergency.

Our school understands that certain medical conditions are serious and potentially life threatening, particularly if poorly managed or misunderstood. We understand the importance of medication and care being taken as directed by healthcare professionals and parents. All children with long term medical conditions will have an Individual Healthcare Plan (IHP) written as soon as possible after diagnosis and reviewed at least annually or more often if necessary. This will be on the school template- see appendix

All staff understand the medical conditions that affect children at this school. Our school ensures all staff receive appropriate first aid training and have easy access to first aid equipment. The main first aid boxes are located in the staff room and in the corridor. All classrooms have a basic first aid kit and full, portable first aid kits are taken on any off-site visits. Springfield Community Primary School ensures this policy is applied across the curriculum, including PE and Educational Visits.

The named member of school staff responsible for this policy, including the administering of medicines and first aid and its implementation is **Mrs Elizabeth Lingard with Mrs S Nasim who has overall responsibility for its implementation.**

Policy Framework

The policy framework describes the essential criteria for how school can meet the needs of children and young people with long term and short-term medical conditions and those suffering from unexpected illness or injury at school.

This school is an inclusive community that supports and welcomes pupils with medical conditions.

- Our school is welcoming and supportive of pupils with medical conditions. It provides children with medical conditions with the same opportunities and access to activities (both school based and out of school) as other children. No child will be denied admission or prevented from taking up a place in this school because arrangements for their medical condition have not been made.
- This school will listen to the views of children and parents.
- Children and parents feel confident in the care they receive from us and the level of care that meets their needs.
- Our school will ensure all children joining at normal transition times will have arrangements in place to manage their medical condition by the beginning of that term. Any child joining the school mid-term will have arrangements in place within no longer than two weeks.
- Staff understand the medical conditions of children at our school and that they may be serious, adversely affect a child's quality of life and impact on their ability to learn.
- All staff understand their duty of care to children and young people and know what to do in the event of an emergency.
- The whole school and local health community understand and support the medical conditions policy.
- Our school understands that all children with the same medical condition will not have the same needs.
- Our school recognises that duties in the Children and Families Act 2014 (England only) and the
 Equality Act (England, Wales and Scotland) relate to children with disability or medical conditions
 is anticipatory. Our school understands that some children who have medical conditions may also
 have disabilities and / or special educational needs and this policy may be read in conjunction
 with the school's SEND policy and the SEND code of practice.

The policy is supported by a clear communication plan for staff, parents and other key stakeholders to ensure its full implementation.

• Children, parents, relevant local healthcare staff, and other external stakeholders are informed of and reminded about the policy through clear communication channels. The policy will be available on the school's website for public view and all staff will be reminded of the policy and how it is implemented at induction and on an annual basis.

All staff understand and are trained in what to do in an emergency at school.

- All school staff, including temporary or supply staff (and volunteers if and when appropriate), are aware of the medical conditions at this school and understand their duty of care to children in an emergency.
- All staff receive training in what to do in an emergency and this is refreshed every three years, with annual training for specific conditions.
- All staff should be familiar with normal procedures for avoiding infection and follow basic hygiene procedures. Staff have access to protective clothing and suitable disposal equipment to safely deal with spillages of blood or other bodily fluids, including the changing of dressings.
- All children with a long-term medical condition at this school have an Individual Healthcare Plan (IHP), which explains what help they will need in an emergency. The IHP will accompany a child should they need to attend hospital.

- Parental permission will be sought and recorded in the IHP for sharing the IHP with emergency care settings under 'Form copied to...'. IHPs should be developed in the context of assessing and managing risks to the child's education, health and social wellbeing and to minimise disruption. IHPs should consider:
 - The medical condition, its trigger, signs, symptoms and treatment
 - The child's resulting needs, including medication (its side-effects and storage) and other treatments, dose, time, facilities, equipment, testing, dietary requirements and environmental issues
 - Specific support for the child's educational, social and emotional needs, for example how absences will be managed, requirements for extra time to complete work, rest periods or additional support including counselling
 - The level of support needed, including in emergencies. If a child is self-managing their own medication, this should be clearly stated with arrangements for monitoring
 - Who will provide this support, their training needs, expectations of their role and confirmation of their proficiency to provide support for the child's medical needs from a healthcare professional
 - Who in school needs to be aware of the child's condition and the support required
 - Written permission from parents and the head teacher for medication to be administered
 - Separate arrangements or procedures required for school trips or other school activities outside the normal school timetable that will ensure the child can participate, e.g. risk assessments
 - Arrangements for travel to and from school and what should be done if an emergency arises - at our school we request that the parent, or an appropriate representative, delivers and collects the child to and from school
 - Where confidentiality issues are raised by the parent or child, the designated individuals to be entrusted with information about the child's condition
 - What to do in an emergency, including who to contact and contingency arrangements

At Springfield school all staff understand and are trained in the school's general emergency procedures.

- All staff, including temporary or supply staff, know what action to take in an emergency and receive updates at least yearly.
- Training is provided regularly, and as required throughout the year, and policies and procedures are discussed with temporary and supply staff.
- Training needs will be identified and discussed at least annually as part of the school's appraisal process.
- The induction of new staff will include training for supporting children with medical needs.
- Any member of staff providing support to a child with medical needs will have received suitable training.
- If a child needs to attend hospital, a member of SLT will stay with them until a parent or legal guardian arrives, or accompany a child taken to hospital by ambulance.

Springfield school has clear guidance on providing care and support and administering medication and first aid at school.

- Our school understands the importance of medication being taken and care received as detailed in a child's IHP or medication form.
- Our school will make sure that there are several members of staff who have been trained to
 administer the medication and meet the care needs of an individual child. We will ensure there
 are sufficient members of staff trained to cover any absences, staff turnover and other
 contingencies. The school's governing body has made sure that there is the appropriate level of
 insurance and liability cover in place.

- Our school will not give medication to a child under 16 without a parent's written consent except
 in exceptional circumstances. Medication may only be administered if prescribed by a healthcare
 professional. Medicines bought 'over the counter' will not be administered. Parents may be
 permitted to come into school during school hours to administer a single dose of analgesic and/or
 antipyretic medicine such as paracetamol or ibuprofen if they feel it is necessary.
- Medicines will only be administered at school when it would be detrimental to the child's health
 not to do so and where it is not clinically possible to arrange doses to be taken solely outside of
 school hours. Therefore, school will normally only administer medication in cases where a
 child has been instructed to take 4 doses of the prescribed medicine per day.
- When administering medication, for example prescribed pain relief or antibiotics, we will check the maximum dosage and when the previous dose was given. Parents will be informed.
- Children at our school only administer their own medication, if they have received appropriate training and it is the wish of the child and their parent. This will be recorded on their IHP. A member of staff must be present to supervise and be prepared to intervene if necessary to ensure the child's health and safety are not compromised. Whilst children will be encouraged to keep themselves healthy, and self-care is to be promoted, this school recognises that some children's needs may be complex and some medical conditions can be fatal if not managed well.
- If a child refuses to take their medication or carry out a necessary procedure, staff should not force them to do so, but follow the procedure agreed in the IHP, if applicable. Parents will be informed.
- Our school will make sure that a trained member of staff from the child's bubble is available to
 accompany a child with a medical condition on an off-site educational visit and the needs of the
 child, associated risks and how these are to be managed will be included in the risk assessment
 for the visit.
- Parents at our school understand that they should let the school know immediately if their child's needs change and provide enough information to ensure their needs are met.
- Our school will not accept changes to medication from a parent. Changes to dosage/frequency/amount must come from a Doctor's prescription.

At Springfield we have clear guidance on the storage of medication and equipment at school.

- Our school makes sure that all staff understand what constitutes an emergency for an individual child and makes sure that emergency medication / equipment (i.e. inhaler, epipen) is readily available wherever the child is in the school and on off-site activities and is not locked away. Children with asthma will carry their inhaler in a bum bag at all times. Children at this school know to ask any member of staff and that they may have immediate access to their medication when required. In this school medications are stored safely in the staffroom at a controlled temperature.
- Our school will keep controlled drugs stored securely, but accessibly, in a non-portable container with only named staff having access. Staff at our school can administer a controlled drug to a pupil once they have had specialist training, where applicable.
- Our school will store medication that is in date and labelled in its original container. The
 exceptions to this are insulin and adrenalin (auto-injector), which although must still be in date,
 will generally be supplied in an injector pen or pump. Medication will only be accepted where it is
 in its original container, complete with dispensing label including the child's name and
 instructions for administering from a qualified healthcare professional.
- Our school will check all medication held in school on at least a termly basis and all medicines
 which will expire before the end of the following term will be returned to parents and
 replacements requested.
- Our school disposes of needles and other sharps in line with local policies. Sharps boxes are held securely at school and will accompany a child on off-site visits. They are collected and disposed of in line with local authority procedures.

At Springfield school we have clear guidance about record keeping

- Parents at this school are asked if their child has any medical conditions on the admissions form.
- This school uses an IHP to record the support an individual child needs around their long-term medical condition. The IHP is developed with the pupil (where appropriate), parent, school staff, specialist nurse (where appropriate) and relevant healthcare services.
- This school has a centralised register of IHPs, and an identified member of staff- Mrs Lingard- who has responsibility for this register.
- IHPs are reviewed regularly, at least every year or whenever the child's needs change.
- The child (where appropriate), parents, specialist nurse (where appropriate), and relevant healthcare services hold a copy of the IHP. Other school staff, including lunchtime supervisors, are aware and have access to the IHPs for children in their care.
- Our school makes sure that the child's confidentiality is protected.
- Our school seeks permission from parents before sharing medical information with any other party.
- Our school meets with the child (where appropriate), parent, specialist nurse (where appropriate), and relevant healthcare services prior to any extended day visit to discuss and make a plan for any extra care requirements that may be needed. This is recorded on the pupil's IHP which will accompany them on the visit.
- Our school keeps an accurate record of all medication administered, including the dose, time, date and supervising staff.
- Our school makes sure that all staff providing support to a pupil have received suitable training
 and ongoing support, to make sure they have the confidence to provide the necessary support and
 that they fulfil the requirements set out in the pupil's IHP. This should be provided by the
 specialist nurse / school nurse / other suitably qualified healthcare professional and / or the
 parent. The specialist nurse / school nurse / other suitable qualified healthcare professional will
 confirm their competence in writing, and this school keeps an up to date record of all training
 undertaken and by whom.

At Springfield School we ensure that the whole school environment is inclusive and favourable to children with medical conditions. This includes the physical environment, as well as social, sporting and educational activities.

- Our school is committed to providing a physical environment accessible to children with medical
 conditions and children are consulted to ensure this accessibility. Our school is also committed to
 an accessible environment for out of school activities.
- Our school makes sure the needs of children with medical conditions are adequately considered to
 ensure their involvement in structured and unstructured activities, including extended school
 activities.
- All staff are aware of the potential social problems that children with medical conditions may experience and use this knowledge, alongside the school's anti-bullying policy, to help prevent and deal with any problems. They use opportunities such as PSHE and science lessons to raise awareness of medical conditions to help promote a positive environment.
- Our school understands the importance of all children taking part in physical activity and that all
 relevant staff make appropriate adjustments to physical activity sessions to make sure they are
 accessible to all pupils. This includes out of school clubs and team sports.
- Our school understands that all relevant staff are aware that children should not be forced to take part in activities if they are unwell. They should also be aware of children who have been advised to avoid / take special precautions during activity, and the potential triggers for a pupil's condition when exercising and how to minimise these.
- Our school makes sure that children have the appropriate medication / equipment / food available during physical activity.
- Our school makes sure that children with medical conditions can participate fully in all aspects of the curriculum and enjoy the same opportunities at school as any other child, and that appropriate adjustments and extra support are provided.

- Our school staff understand that frequent absences, or symptoms, such as limited concentration
 and frequent tiredness, may be due to a child's medical condition. Our school will not penalise
 children for their attendance if their absence relates to their medical condition. Following
 absence, reintegration back into school will be properly supported so children with medical
 conditions fully engage with learning and do not fall behind when they are unable to attend. Short
 term absences, including those for medical appointments are effectively managed as per the
 school's attendance policy.
- Our school will refer children with medical conditions who are finding it difficult to keep up
 educationally to the SENCo who will liaise with the child (where appropriate), parent and the
 child's healthcare professional.
- Children at our school learn what to do in an emergency.
- Our school makes sure that a risk assessment is carried out before any out of school educational
 visit. The needs of children with medical conditions are considered during this process and plans
 are put in place for any additional medication, equipment or support that may be required.

Springfield school is aware of the common triggers that can make common medical conditions worse or can bring on an emergency. Our school is actively working towards reducing or eliminating these health and safety risks

- Our school is committed to identifying and reducing triggers both at school and on out of school visits.
- School staff have been given training and written information on medical conditions which includes avoiding / reducing exposure to common triggers.
- The IHP details an individual child's triggers and details how to make sure the child remains safe during the whole school day and on out of school activities. Risk assessments are carried out on all out of school activities, considering the needs of pupils with medical conditions.
- Our school reviews all medical emergencies and incidents to see how they could be avoided, and changes school policy according to these reviews.

Each member of the school and health community knows their roles and responsibilities in maintaining and implementing an effective policy.

- Our school works in partnership with all relevant parties including the child (where appropriate), parent, governing body, staff, employers and healthcare professionals to ensure that the policy is planned, implemented and maintained successfully.
- The governing body should ensure parents are aware of the school's complaints policy and procedures should they be dissatisfied with the support provided to their child.

Samaira Nasim September 2023 Reviewed Annually





Springfield Community Primary School Oxford Road, Burnley, BB11 3HP Tel: 01282 437277

Fax: 01282 441286

website: www.springfieldcps.lancs.sch.uk

Headteacher: Mrs Samaira Nasim

Head Injury Notification

Date:	
Dear Parent/Carer,	
Your child	has had an accident at school today.
He/she received a bang to the head at	
PLEASE WATCH FOR: Drowsiness Vomiting Any signs of blood or watery fluid coming from the Any compliant if a headache Any compliant of 'seeing double' or 'blurred eye-	
If any of these signs develop then you should contact y	your doctor for further advice.
Yours Sincerely,	
Mrs. Samaira Nasim	



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FIRST AID NOTIFICATION

Date	
Dear Parent/Carer,	
Your child	_ received first aid at
am/pm today. Due to the following:	
Treatment given was:	
and this was recorded on the First Aid Treatment Record Form.	
'First Aid' is only administered by trai	ned staff.
Treatment today was provided by	
Phone call home - YES NOT NECESARRY NO ANSWER ME	SSAGE LEFT (circle)
If you have further concerns about your child's health, please seek	medical attention.
Parent verbally informed by	
Child (full name)	Date
I confirm that I have been informed that my child has received first If I have further concerns, I will seek medical attention for my child	
Parent/Carer signature:	
Print Name:	
Parents were informed by:	



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Headteacher: Mrs Samaira Nasim

Dear Parent/Carer

Name of child
Your child is listed on our school medical records as having asthma. I would like to invite you and your child to a meeting with myself to discuss your child's needs and medicine. We will look at the medication that your child is on and discuss the dosage requirements. It will give you an opportunity to ask me questions too, about your child's asthma care within school.
I have enclosed copies of our School Asthma Card and Care Plan. Please complete the card and bring it to the meeting and we will discuss the contents of the forms during the meeting.
The time of the meeting is noted below. Please could you complete the slip below to let us know whether you are able to attend the meeting.
If there is a more convenient time that you could attend, please write this on the slip and I will reschedule your appointment.
Appointment date and time
Yours Sincerely,
Mrs Lingard
Name of child Class
I confirm that I will/ will not be able to attend the meeting to discuss my child's asthma care plan.
Signed: parent/carer



My Asthma Plan



Your asthma plan tells you when to take your asthma medicines. And what to do when your asthma gets worse.



Name:

1. My daily asthma medicines

- My preventer inhaler is called _____
 and its colour is _____
- I take ______ puff/s of my preventer inhaler in the morning and _____ puff/s at night. I do this every day even if I feel well.
- Other asthma medicines I take every day:
- My reliever inhaler is called ______ and its colour is _____.

 I take _____ puff/s of my reliever inhaler (usually blue) when I wheeze or cough, my chest hurts or it's hard to breathe.
- My best peak flow is

2. When my asthma gets worse

I'll know my asthma is getting worse if:

- I wheeze or cough, my chest hurts or it's hard to breathe, or
- I'm waking up at night because of my asthma, or
- I'm taking my reliever inhaler (usually blue) more than three times a week, or
- My peak flow is less than

If my asthma gets worse, I should:

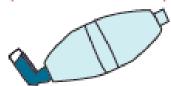
Keep taking my preventer medicines as normal.

I also take _____ puff/s of my reliever inhaler (usually blue) every four hours.

If I'm not getting any better doing this I should see my doctor or asthma nurse today.

Does doing sport make it hard to breathe? I take: puff/s of my reliever inhaler (usually blue) beforehand.

Remember to use my inhaler with a spacer (if I have one)







My Asthma Plan

3. When I have an asthma attack

I'm having an asthma attack if:

- My reliever inhaler (usually blue) isn't helping, or
- I can't talk or walk easily, or
- I'm breathing hard and fast, or
- I'm coughing or wheezing a lot, or
- My peak flow is less than

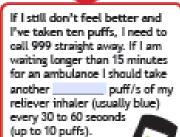
My asthma triggers (things that make my asthma worse)

Make sure you have your reliever inhaler (usually blue) with you. You might need it if you come into contact with things that make your asthma worse.

When I have an asthma attack. I should:

Sit up — don't lie down. Try to be calm. Take one puff of my reliever inhaler every 30 to 60 seconds up to a total of 10 puffs.

Even If I start to feel better. I don't want this to happen. again, so l need to see my dooter or asthma nurse today.



I need to see my asthma nurse every six months

Date I got my asthma plan:

Date of my next asthma review:

Doctor/asthma nurse contact details:

You and your parents can get your guestions answered:

Call Asthma UK's friendly Helpline Monday to Friday 9am to 5pm

0300 222 5800

Get information at www.asthma.org.uk

Parents — get the most from your child's action plan

Make it easy for you and your family to find it when you need it

- Take a photo and keep it on your mobile (and your child's mobile if they have one)
- Stick a copy on your fridge door
- Share your child's action plan with school, grandparents and babysitter (a printout or a photo).



Springfield Community Primary School Oxford Road, Burnley, BB11 3HP

Tel: 01282 437277 Fax: 01282 441286

website: www.springfieldcps.lancs.sch.uk

Headteacher: Mrs Samaira Nasim

You have indicated to us that your child no longer needs to be on our asthma register. Please complete the slip below so that we can amend our records.

If the situation changes at all, then please contact the school and we will amend the records again.

Thank you for your support

Yours Sincerely,

Mrs Samaira Nasim Headteacher

Please complete and return to	school		
Name of child		_	
My child does not need to be	on the school asthma reg	gister.	
I will inform the school if my	child needs to added bac	ck onto the asthma register in t	the future.
Name of parent/carer			
Signed	Date		



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Oxford Road, Burnley, BB11 3HP Tel: 01282 437277 Fax: 01282 441286

website: www.springfieldcps.lancs.sch.uk

Headteacher: Mrs Samaira Nasim

Dear Parents/carers

DEVELOPING AN INDIVIDUAL HEALTHCARE PLAN FOR YOUR CHILD

Thank you for informing us of your child's medical condition. We enclose a copy of the school's policy for supporting pupils at school with medical conditions for your information.

A central requirement of the policy is for an individual healthcare plan to be prepared, setting out what support each pupil needs and how this will be provided. Individual healthcare plans are developed in partnership between the school, parents, pupils, and the relevant healthcare professional who can advise on your child's case. The aim is to ensure that we know how to support your child effectively and to provide clarity about what needs to be done, when and by whom. Although individual healthcare plans are likely to be helpful in the majority of cases, it is possible that not all children will require one. We will need to make judgements about how your child's medical condition impacts on their ability to participate fully in school life, and the level of detail within plans will depend on the complexity of their condition and the degree of support needed.

A meeting to start the process of developing your child's individual health care plan has been scheduled for xx/xx/xx. We hope that this is convenient for you and would be grateful if you could confirm whether you are able to attend. The meeting will involve [the following people]. Please let us know if you would like us to invite another medical practitioner, healthcare professional or specialist and provide any other evidence you would like us to consider at the meeting as soon as possible.

If you are unable to attend, it would be helpful if you could complete the attached individual healthcare plan template and return it, together with any relevant evidence, for consideration at the meeting. We [or another member of staff involved in plan development or pupil support] would be happy for you contact me [them] by email or to speak by phone if this would be helpful.

Yours Sincerely

Mrs Lingard

Individual healthcare plan



Name of school/setting	
Child's name	
Group/class/form	
Date of birth	
Child's address	
Medical diagnosis or condition	
Date	
Review date	
Family Contact Information	
Name	
Phone no. (work)	
(home)	
(mobile)	
Name	
Relationship to child	
Phone no. (work)	
(home)	
(mobile)	
Clinic/Hospital Contact	
Name	
Phone no.	
G.P.	
Name	
Phone no.	
Who is responsible for providing support in school	

Describe medical needs and give details of child's symptoms, triggers, signs, treatmen facilities, equipment or devices, environmental issues etc	its,
Name of medication, dose, method of administration, when to be taken, side effects, indications, administered by/self-administered with/without supervision	contra-
Daily care requirements	
Specific support for the pupil's educational, social and emotional needs	
Arrangements for school visits/trips etc	
Other information	
Describe what constitutes an emergency, and the action to take if this occurs	
3 3 , ,	
Who is responsible in an emergency (state if different for off-site activities)	
Plan developed with	
Staff training needed/undertaken - who, what, when	
Form copied to	
Torm copied to	



Parental agreement for setting to administer medicine

Springfield Primary School will not give your child medicine unless you complete and sign this form, and the school or setting has a policy that the staff can administer medicine.

Date for review to be initiated by	
Name of school/setting	
Name of child	
Date of birth	
Group/class/form	
Medical condition or illness	
Medicine	
Name/type of medicine (as described on the container)	
Expiry date	
Dosage and method	
Timing	
Special precautions/other instructions	
Are there any side effects that the school/setting needs to know about?	
Self-administration - y/n	
Procedures to take in an emergency	
NB: Medicines must be in the original con	tainer as dispensed by the pharmacy
Contact Details	
Name	
Daytime telephone no.	
Relationship to child	
Address	
I understand that I must deliver the	
medicine personally to	[agreed member of staff]

The information I have provided is, to the best of my knowledge, accurate at the time of writing and I give consent to school/setting staff administering medicine in accordance with the school/setting policy. I will inform the school/setting immediately, in writing, if there is any change in dosage or frequency of the medication or if the medicine is stopped.

Signature(s)

Date



Record of medicine administered to an individual child

Name of school/setting				
Name of child				
Date medicine provided	by parent			
Group/class/form				
Quantity received				
Name and strength of m	edicine			
Expiry date				
Quantity returned				
Dose and frequency of n	nedicine			
Staff signature				
Signature of parent				
Date				
Time given				
Dose given				
Name of member of staff				
Staff initials				
Date				
Time given				
Dose given				
Name of member of staff				
Staff initials				

C: Record of medicine administered to an individual child (Continued)

Date		
Time given		
Dose given		
Name of member of staff		
Staff initials		
Date		
Time given		
Dose given		
Name of member of staff		
Staff initials		
Date		
Time given		
Dose given		
Name of member of staff		
Staff initials		
Date		
Time given		
Dose given		
Name of member of staff		
Staff initials		

Contacting emergency services

Request an ambulance - dial 999, ask for an ambulance and be ready with the information below.

Speak clearly and slowly and be ready to repeat information if asked.

- 1. your telephone number [01282 437277]
- 2. your name
- 3. your location as follows [Springfield Primary School, Oxford Road Burnley]
- 4. state what the postcode is please note that postcodes for satellite navigation systems may differ from the postal code [BB11 3HP]
- 5. provide the exact location of the patient within the school setting
- 6. provide the name of the child and a brief description of their symptoms
- 7. inform Ambulance Control of the best entrance to use and state that the crew will be met and taken to the patient
- 8. put a completed copy of this form by the phone