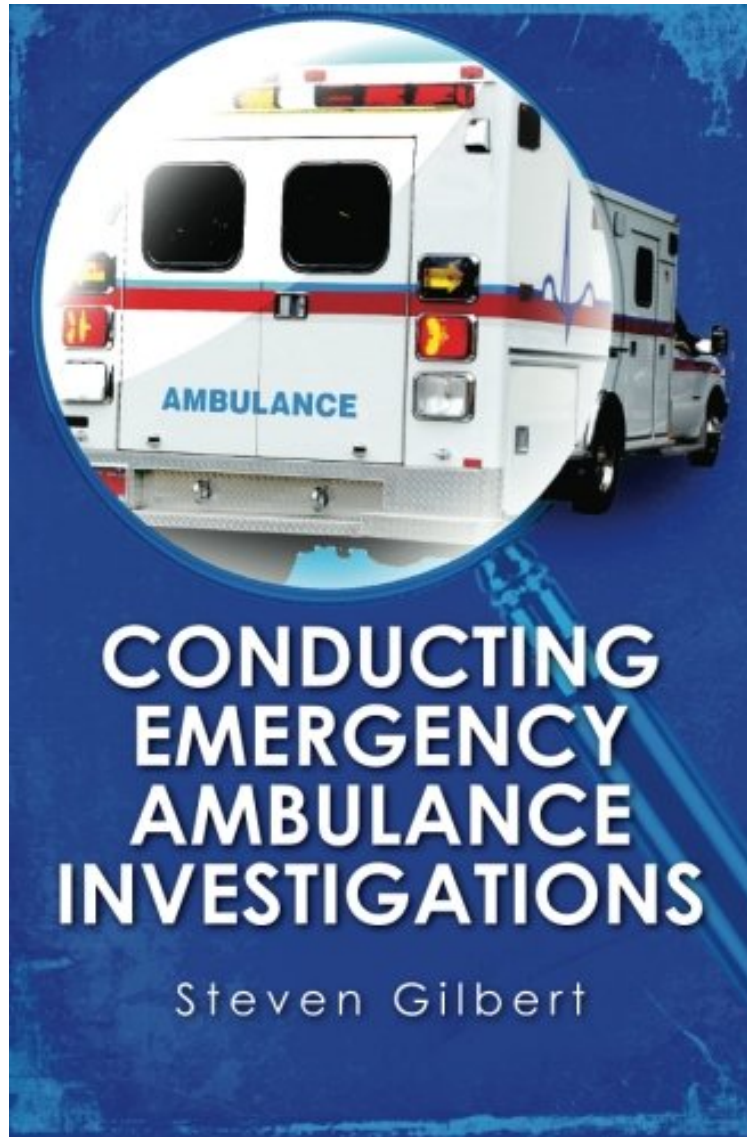


[Read and download] Conducting Emergency Ambulance Investigations

Conducting Emergency Ambulance Investigations

Steven Gilbert

*audiobook / *ebooks / Download PDF / ePub / DOC*



DOWNLOAD



+

READ ONLINE

#4112149 in Books 2011-10-03 8.00 x .51 x 5.251, #File Name: 1461134978226 pages | File size: 43.Mb

Steven Gilbert : Conducting Emergency Ambulance Investigations before purchasing it in order to gage whether or not it would be worth my time, and all praised Conducting Emergency Ambulance Investigations:

Conducting Emergency Ambulance Investigations serves as a guide for those who investigate complaints against municipal ambulance systems, commercial ambulance companies, voluntary hospital ambulance services, or neighborhood volunteer ambulance corps. Discussing issues from delayed response and discourteous personnel to

missing patient property and driving complaints, author Steven Gilbert says a formal investigative process is crucial when dealing with complainants, patients, politicians, and the media. When the complaint is received, it passes through the case management, investigative, and report-writing phases, and the process concludes with testifying at administrative hearings. When the investigative unit reports the facts, findings need to be accurate, comprehensive, and most importantly, fair. You cant worry if your final report will make your organization look bad, says Gilbert. Your organization should address the problem and make the required procedural changes so the incident wont happen again. Seasoned investigators must be trustworthy, have a high level of integrity, and should also be certified EMTs, paramedics, and EMS supervisors because their medical expertise is essential. Is the local media reporting the incident fairly, or are they sensationalizing it? Did the responding ambulance really drive past the call location? Did the crew act negligently, or were they just lazy and taking the easy way out? There are a hundred more situations like these that the emergency ambulance investigator could be asked to look into. While the elements of commonsense and integrity cant be taught from a book, the reader will realize the importance of these qualities and learn additional investigative techniques from a professional who served in the field as a New York City emergency ambulance investigator and director for over thirty years.