



STATE OF WEST VIRGINIA  
DEPARTMENT OF HEALTH AND HUMAN RESOURCES  
Bureau for Public Health  
Office of Emergency Medical Services

Bill J. Crouch  
Cabinet Secretary

**M E M O R A N D U M**

**DATE:** June 30, 2020

**TO:** West Virginia EMS Official Agency Representatives  
West Virginia Prehospital Providers  
West Virginia Medical Command Centers

**FROM:** Vicki L. Hildreth, BA, NREMT, Interim Director  
West Virginia Office of Emergency Services

**RE: Requests for Field Aeromedical Support**

*Vicki L. Hildreth*

It has come to my attention that some prehospital providers are contacting aeromedical services directly to request a scene flight during a patient's medical or trauma emergency. This practice is a deviation of Protocol 9105 and must cease immediately.

Per Special Operational Policies and Treatment Protocols 9105:

All requests for scene helicopter responses will come through Medical Command. Inappropriate requests for a helicopter subject the flight crew and the patient to needless risk.

Per Procedure:

D. 1. Contact Medical Command. If radio communication or cell phone service is not available, contact your local dispatch or 911 communications center to contact Medical Command. Discuss clearly the need for the helicopter based on the above criteria with Medical Command. Saying "I need a helicopter" is inadequate.

D.7. Medical Command will coordinate dispatch of the closest appropriate helicopter based on location of incident and will coordinate destination notification.

Failure to comply with this protocol will result in the initiation of an investigation and will be subject to disciplinary action by the West Virginia Office of Emergency Medical Services.

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Please take this opportunity to review Special Operational Policies and Treatment Protocol 9105 as it was developed to ensure patients are transported by the closest aeromedical service and patients, prehospital providers, and the general public are not placed at needless risk.

Should you have questions, please contact me at [Vicki.L.Hildreth@wv.gov](mailto:Vicki.L.Hildreth@wv.gov).

cc: Michael R. Mills, DO, FACEP, State Medical Director, WV Office of EMS