

## MFR Equipment Recovery and Replacement Process

### A. Objective

The MFR Equipment Recovery and Replacement Process outlines the procedure for MFR partners to replenish or recover medical equipment and supplies utilized during a MFR event.

### B. Background Information

The MFR Program recognizes that there could be some financial implications to our MFR partners with the delivery of high quality patient care. The MFR Program has identified a need to support agencies who have limited funding for equipment and supply replacement, especially with respect to soft/consumable supplies.

MFR agencies are ultimately responsible for the purchase of initial equipment and the medical supplies necessary to deliver the level of service they choose (SFA, FMR, EMR, PCP, ACP).

### C. Replacement Processes

#### i. Consumables Replacement Process for All MFR Agencies

*When a MFR agency uses consumables at an event;*

- a. Alberta MFR recommends that on-scene MFR practitioners, work with the attending EMS crew or an EMS Supervisor to replace routine consumables. This does not include medications or oxygen. This applies to both AHS Direct Delivery and Contracted EMS Services provincially.

It is recognized that had MFR not been available to respond, EMS' consumables would have been used at the event. This on-scene exchange cannot delay transport of the patient.

- b. If a reasonable effort was made and the supplies cannot be retrieved, qualifying MFR agencies, with ten or less full time employees (<10 FTE) per deployment location, can submit an **Agency Support Request** to the AHS MFR team via the MFR Portal. The form can be found under Resources or by clicking [here](#). Agencies should also ensure a MFR Patient Care Report is submitted through the usual processes.

*MFR reserves the right to determine the appropriateness of the request and may defer large orders for consideration under the annual MFR Training & Equipment Fund.*

### ii. Equipment Recovery Process

***If the EMS crew transported the patient with MFR equipment;***

- a. The MFR agency should make every effort to recover the equipment from the receiving facility wherever possible. This can be done directly with the receiving facility, through the EMS crew or through an EMS Supervisor. If the MFR agency is unsure which receiving facility the patient was taken to, they can ask the EMS crew, EMS Supervisor or they can contact their MFR Program Representative. The EMS Event number will be required.
- b. If a reasonable effort is made and equipment cannot be located, the agency should submit the **Agency Support Request** to the MFR Team to request replacement. Please include as much background and detail about the piece of equipment and efforts made to locate it. The EMS Event number will be required.
- c. The MFR Team will assist in finding the piece of equipment and in some circumstances, may be able to assist with funding replacement equipment. The decision will be made by the MFR Manager and will be based on factors such as program funding availability, the ability for the MFR Partner Agency to fund the replacement and the program's other prioritizing needs. *Please note: the agency must discuss with MFR prior to ordering and invoicing for the equipment replacement.*

### iii. Equipment Broken on Scene

- a. If the equipment was broken on-scene and is no longer functional, the MFR agency can submit an **Agency Support Request** to the MFR Team via the MFR Portal. Please include as much background and detail about the piece of equipment and the circumstances of the incident. The EMS Event number will be required.
- b. The MFR Team will assist in finding the piece of equipment and in some circumstances, may assist with funding replacement equipment. The decision will be made by the MFR Team and will be based on factors such as program funding availability, the ability for the MFR Partner Agency to fund the replacement and the program's other prioritizing needs. *Please note: the agency must discuss with MFR prior to ordering and invoicing for the equipment replacement.*

### iv. Other Potential MFR Funding Opportunities

There is an annual opportunity to apply for the *Alberta MFR Training and Equipment Fund*. The details of the MFR Fund are shared via the MFR Portal ([www.AlbertaMFR.ca](http://www.AlbertaMFR.ca)) and email. Qualifying agencies, with four or less full time employees (<4 FTE) per deployment location may apply for limited funding for patient care-related medical equipment and supplies if all of the above listed methods have been exhausted.

### Abbreviations

**AHS** Alberta Health Services  
**AHS EMS** Alberta Health Services Emergency Medical Services  
**EMS** Emergency Medical Services  
**FTE** Full Time Employee  
**MFR** Alberta Medical First Response Program  
**MFRs** Individuals who are Medical First Responders

## Definitions

**Contract Service Provider** is company that is contracted to AHS EMS

**Direct Delivery** is defined as an AHS EMS Ambulance

**MFR Agency (Agencies)** Organizations providing Medical First Response

**MFR Portal** is the website through which Alberta MFR communicates. [www.AlbertaMFR.ca](http://www.AlbertaMFR.ca)

## Version Control

Date	Action	Rationale
August 30, 2018	<ul style="list-style-type: none"> <li>• Formatting</li> <li>• Wording</li> <li>• Updates to process</li> </ul>	Document review & update
January 31, 2019	<ul style="list-style-type: none"> <li>• Formatting</li> <li>• Wording</li> <li>• Updates to process</li> </ul>	Document review & update

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