

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 an MFR event.

B. Background Information

The MFR Program recognizes that there are financial implications for our MFR partners with the delivery of high-quality patient care. AHS provides support to MFR agencies for supply replacement, especially with respect to single-use, disposable medical supplies. MFR agencies are ultimately responsible for ensuring they have the equipment and the medical supplies necessary to safely deliver the level of service they choose.

C. Replacement Processes

i. Consumables Replacement Process for All MFR Agencies

When an MFR agency uses consumables at an event;

- a. The MFR Program 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 providers 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 the transport of the patient.

- b. If a reasonable effort was made and the supplies cannot be retrieved, MFR agencies can submit a *Supplies Order Form* to AHS via the MFR portal. The form can be found under 'Forms and Resources'. Agencies should also ensure an MFR Patient Care Report is submitted through the usual process.

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 MFR@ahs.ca. The EMS Event number will be helpful to assist in locating the item.
- b. If a reasonable effort is made and equipment cannot be located, the agency should submit the **Agency Support Request** to the MFR Program 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 attempting to locate the piece of equipment and in some circumstances, may be able to assist with funding for a replacement. The decision will be made by the MFR Manager and will be based on factors such as program funding availability. *Please note: the agency must discuss with the MFR Program 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 Program 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 Program may 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. *Please note: the agency must discuss with the MFR Program 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) and bulk email to agency contacts. MFR partners may apply for funding for patient care-related priorities, such as new/replacement medical equipment and supplies.

Abbreviations

- AHS** Alberta Health Services
- AHS EMS** Alberta Health Services Emergency Medical Services
- EMS** Emergency Medical Services
- MFR** Alberta Medical First Response Program
- MFRs** Individuals who are Medical First Responders

Definitions

- Contract Service Provider** is a 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

Version Control

Date	Action	Rationale
August 30, 2018	<ul style="list-style-type: none"> • Formatting • Wording • Updates to process 	Document review & update
January 31, 2019	<ul style="list-style-type: none"> • Formatting • Wording • Updates to process 	Document review & update
October 24, 2023	<ul style="list-style-type: none"> • Update eligibility to include all MFR partners • Update to new Supply Order Form 	Document Review and update

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