



www.firstvoice.us

Tech support: 888-473-1777

## AED Program Guidelines Toolkit



*A summary of policies and procedures intended to assist organizations with AED implementation and ongoing successful AED management.*

## Introduction

First Voice is a nationally known brand manufactured and developed by Think Safe, Inc. Our network of dealers across the United States provide quality training, services and equipment that improves access to lay rescuer first aid and first responder care solutions. Our role is to provide comprehensive, reliable and easy-to-use products and service solutions including First Voice Medical Direction Services (FVMDS) for automated external defibrillator (AED) programs, and our customized First Voice + AED program manager solution ([www.firstvoice-manager.com](http://www.firstvoice-manager.com)), a web-based platform designed to protect organizations and instill confidence. FVMDS and our web-based platform provides a shield of protection, ensuring legal compliance to varying state AED acquirer laws and allows easier management of maintenance requirements and necessary documentation for first aid, CPR and automated external defibrillator (AED) programs.

The following guidelines were compiled to better inform your organization of the turnkey first aid and AED program solutions and packages that are available from First Voice including [www.firstvoicemanager.com](http://www.firstvoicemanager.com) and FVMDS.

We look forward to working with you and providing you with our shield of protection for your first aid, CPR and/or AED program needs.

**For a complete protocol template, contact First Voice at 888-473-1777 to get your AED Administrative Tool Kit - available for purchase (\$100) - includes State AED Acquirer Laws and Compliance checklist, AED policy templates, drill template, AED/CPR Poster, 30 day readiness checklist, inspection tag, pediatric pad placement reminder decal set, protocols, AED Rx (for one AED), Post-Incident Report Forms and much more.**

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## AED Medical Direction / Oversight

Medical Direction is an important component to organizations that are purchasing an AED. Many states require medical direction and oversight to limit an organization's legal liability for its AED program.

- \* Your AED program will be under direct supervision of a state approved physician or healthcare provider
- \* Nationally accredited training solutions and support are recommended and provided
- \* Procedures & Standards oversight is provided to ensure conformity to current nationally accepted protocols and other industry standards

First Voice Medical Direction Service (FVMDS) Includes:

- \* Medical Prescription & Annual Medical Oversight Reviews
- \* Automatic EMS Registration/Notification
- \* Policy and Procedure Manual & AED Response Protocol Guidelines
- \* Ensuring each site is within state AED acquirer civil liability law protection
- \* Regulatory & recall updates as necessary and regular newsletter industry updates
- \* Training guidelines & recertification conformity to ECC / AHA / Red Cross / National First Aid Science requirements
- \* Proper notification stickers & signage (Evacuation chart AED location stickers, door or window stickers, flat or 3D signs, etc)
- \* Event reviews & guidance when AED is used by a First Voice™ Medical Direction site
- \* Indemnity coverage under \$1,000,000 general liability policy

**Important Note: Medical Direction / Oversight is not a prescription (Rx) for an AED device. Medical Direction / Oversight is a recommended component of a comprehensive and compliant AED program. Medical Direction / Oversight is program specific - it is oversight and sign off by a physician or medical director, of an organizations overall AED program. A prescription (Rx) is device specific. Purchasers of most AEDs must obtain and keep on file a Rx for each AED (FDA requirement). If you do not have a Rx on file, contact Think Safe / First Voice at 888-473-1777 and we can fill this Rx requirement for any AEDs you have.**

## AED Placement

Tips on AED placement throughout your facility

- AEDs should be visible to everyone
- AED cabinets help deter theft and allow AEDs to be visible
- AEDs should never be locked up
- AEDs need to be inspected monthly to assure AED readiness
- AEDs should be near a phone for calling 911 or a designated emergency #
- AEDs should be centrally located within the highest risk and most concentrated population area and near trained rescuers
- AEDs should be placed well within 2 - 4 minutes round trip anywhere within the facility
- AEDs need to be accessible in lock down areas of your facility

Some questions you should answer for AED placements:

1. How many locations do you have and what are the # employed at each location! Provide a listing including city, state location of each facility (to provide information on any medical direction requirements or local mandates) and if possible, the square footage or # of floors per building.
2. How many AEDs do you currently have and at which facilities? What makes/models (we will give you a recall update on the equipment)?
3. Do you have any mobile work crews doing electrical work?
4. Do you have specific areas/facilities that are very remote and noted to be more than 6 minutes from EMS that are not already provided in the attached listing of facilities?
5. How many responders do you currently have trained at each facility and where are they located in the facility? Do you need recommendations?
6. What do you do for your first aid kits, where are they placed and with whom?
7. Are there any high risk areas within your facility (workout facility, electrical rooms, confined spaces)?
8. Do you have any Hazard areas such as: lock-out Class 1 Div 1 areas, Loud noise environments, excessive water/dust?

## **AED Placement continued**

9. Where is the highest concentration of people? People over 50 years of age?
10. Are there areas that are locked during normal hours or during business hours? (these areas may need their own AEDs due to access issues and response times)?
11. Is your AED going to be in a cabinet?
12. Do you need the cabinet to have an alarm or strobe? Can cabinet be hard-wired into your existing central (if any) security system?
13. Where is the nearest phone and who can most easily call 911 or your designated emergency #?
14. What is the most central point within your facility?
15. Do you have a manned Security Desk or reception desk?
16. What is your form of emergency communication? (two-way radios, phones, intercom)
17. Do you currently use online training or hold regular responder training meetings?
18. Does your insurance company issue credits for AED ownership or “best in class” first aid programs?

## AED Maintenance

Every AED should have at least 1 set of adult electrode pads and 1 battery within product expiration dates. There should be an AED response kit close to AED or in the AED cabinet with the AED. An AED carrying case is highly recommended to protect your AED and necessary accessories. Other recommended AED accessories would include a storage cabinet with appropriate signage, a first aid kit or responder kit, Pediatric pads if children are present, and oxygen for some higher risk facilities.

Every AED is designed to do perform self diagnostic tests which check the battery level and evaluate other internal components. The AED program coordinator should assign someone to do a monthly maintenance check and make sure the AED is in a "Ready to Use" status. This check consists of, but not limited to:

- a. AED is in its appropriate spot and unit is clean and dry
- b. Pads and batteries are not expired
- c. There is a complete AED response kit
- d. The status indicator on the front of the unit indicates ready to use

The individual that checks the AED should sign and date the AED inspection tag that is attached to the AED or near it and then give a copy of the completed check to the AED program coordinator to keep on file. First Voice + AED Program Manager online database software solution should be accessed and updated to show completion of monthly inspections ([www.firstvoicemanager.com](http://www.firstvoicemanager.com)) .

## AED Procedures

AED procedures & use guidelines are intended for events involving an unresponsive individual who may be suffering cardiac distress and needs the use of an AED.

**NOTE: In the event of any medical emergency, whether actual or perceived, 911 should always be contacted immediately.**

## Sample Page from AED Response Protocols

*(Not a complete protocol)*

*It is required that FVMDS customer's trained responders follow the First Voice™ AED Protocol when responding with the Automated External Defibrillator (AED). Questions or changes to this protocol should be directed to First Voice Medical Direction Services (FVMDS) at 888-473-1777. The following AED protocol is for use by your ERT (Emergency Response Team) or AED / FIRST AID Response Team. FVMDS approves it for use by appropriately trained team members only. The protocol will be reviewed on an annual basis and replaced by a revised protocol as necessary. FVMDS technical support may change these generic protocols for clients with special needs or requirements.*

### **Initial Protocol for Unresponsive Victims**

- 1. Upon arrival, assess for scene safety.*
- 2. Use universal precautions and put on protective responder equipment.*
- 3. Do not move the victim unless necessary.*
- 4. Assess victim for unresponsiveness. If unresponsive, activate EMS and in-house emergency notification plan.*
- 5. In the event of a medical emergency, Call 911 or designated emergency number or assign someone to call 911.*
- 6. Call for AED and have someone retrieve AED.*
- 7. Begin chest compressions. Perform 30 chest compressions at 100 Beats Per Minute (BPM) followed by 2 breaths (using proper CPR barrier).*
- 8. Perform CPR until AED arrives.*

***NOTE: If victim regains consciousness at any time discontinue CPR & place victim on their side in the recovery position. Continually reassess the victim for an open airway and consciousness until EMS arrive. Begin AED/CPR response protocols again if victim loses consciousness at any time.***

### **Begin AED Response**

- 1. As soon as the AED is available, have someone turn on the AED and follow the prompts.*
- 2. If possible, while someone is preparing the AED have another responder continue CPR compressions until the AED advises to not touch the victim.*
- 3. Shave chest with disposable razor if necessary (pads won't adhere due to extremely hairy chest). Follow directions in the AED Responder Kit. Discard razor in a safe manner.*
- 4. Wipe chest off with gauze/towel if it is wet. Apply defibrillation pads.*
- 5. Make sure that the AED pads are placed in their proper location and that they are making good contact with the victim's chest. Do not place the AED pads over the nipple, medication patches, or implantable (pacemaker) devices.*
- 6. Do not touch victim while AED is analyzing and shocking. Have someone find a CPR barrier to be used for the delivery of CPR breaths.*
- 7. Deliver a shock (press the shock button) to the victim when advised by the AED. Administer additional shocks as prompted by the AED until the AED advises no shock or advises to begin CPR.*

## **First Voice™ + AED Program Manager ([www.firstvoicemanager.com](http://www.firstvoicemanager.com))**

First Voice™ + AED Program Manager is the most comprehensive yet affordable AED + first aid Program management web-based platform available.

Built on a secure online platform the program allows users the ability to easily manage and track each AED and corresponding First Voice™ or first aid supplies, and all related training within their facilities from any computer.

This system is essential for organizations with one, or multiple AEDs and Emergency Response Teams spread out amongst various locations. It also can be easily customized to database record-keeping & maintenance on other safety equipment (gas monitors, alarmed cabinet battery checks, etc).

### **Customer Managed First Voice™ + AED Program Manager features:**

- ✓ Customized reporting: tracking AED Maintenance and AED/CPR training information for each AED placement
- ✓ Set your preferences: Visibility of individual sites, every site, or selected sites within a company
- ✓ Online Automated reminder system & monthly AED maintenance logs fulfill state industry / manufacturer's maintenance requirements
- ✓ AED/CPR/First Aid/BBP/UP/other safety training re-certification reminders help maintain continuity of recertifying trained employees & in-house trainers (if applicable)
- ✓ Electrode pad and battery expiration reminders and order replacements assist in proper equipment maintenance
- ✓ Reminders for alarmed cabinet battery checks & other safety equipment check reminders
- ✓ Any co-existing First Aid, Safety or PPE/BBP supply reminders and order replacements
- ✓ Refresher or skills check/drill training reminders and online documentation, if applicable (great for use with online training)
- ✓ On-going support for your early defibrillation program and assistance in scheduling AED / CPR training
- ✓ Indemnity coverage under \$1,000,000 general liability policy and \$1,000,000 product liability policy
- ✓ Free data import and export for equipment and training records
- ✓ AED warning & FDA recall notifications and industry updates