



Transport Observation Program (TOPS) Guidelines

This program is designed as an observational experience for public safety, hospital, and prehospital care providers interested in learning about Metro Life Flight and ProMedica Air. If you have scheduled your observation flight, please read and review these guidelines.

Be prepared to present photo ID (driver's license) and professional credentials to the Flight Nurse Specialist on your observation day. You will be weighed upon arrival to the base so the pilots can accurately calculate aircraft weight and balance to ensure safe operations. You will also be asked to sign an observer waiver form and complete a safety briefing.

UNIFORM: Professional appearance is required. Consider an EMS style uniform with dark pants, polo/collar shirt with minimal branding, sturdy footwear such as dark boots/hard-soled shoes, and other weather appropriate fire resistant clothing made with natural fibers. EMS, Police, and Fire may wear uniform. No weapons are permitted. Please DO NOT wear scrubs, denim/jeans, high-heeled shoes, tennis shoes or open-toe sandals. To avoid role confusion, please DO NOT wear any Metro Life Flight or ProMedica Air clothing or borrow any of the crew's apparel on your observation day. Observers not dressed appropriately will be asked to reschedule.

HEALTH AND WEIGHT CONSIDERATIONS: Weight must be less than 220 lbs. The observer must be able to safely enter and exit the aircraft and fasten the seatbelt without difficulty. No pregnant observers.

MISCELLANEOUS: Certain conditions may limit the number of flights you may accompany the crew on. If you do not get a flight on your shift, you may reschedule. Bring a book or something to do between flights, and please bring your own food - meals are not provided. During flight, you will be asked to keep personal belongings to a minimum, however, please be sure to bring a cell phone in case you encounter a transport where occupancy weight becomes an issue or a family member needs to fly with the patient. There is a possibility that you may be left at a scene or hospital and may need to make your own transportation arrangements.

Please maintain professionalism throughout the day. Metro Life Flight and ProMedica Air are covered entities under HIPAA. Observers must comply with the HIPAA rules and regulations to protect the privacy and security of health information for all of our patients.

Please follow the instructions emailed to you regarding contacting your designated base 24 hours in advance to ensure that there are no changes for your scheduled flight day. When you call, please verify your cell phone number with the duty crew in case someone needs to contact you prior to your arrival.