

Module #10

AMBULANCE FEATURES & FUNCTIONALITIES ORIENTATION FOR OPERATORS

Behind the switches: practical systems orientation for paramedics

- Audience: Paramedics, fleet supervisors, EMS operations staff, technicians
- Level: Beginner
- Prerequisite: None
- Duration: 3 hours
- Location: At your facility or at the OEM plant (Pairing with Module #12 recommended if at the plant)

Curriculum

Front cab controls

- Front console switch layout and labeling
- MMC interface (digital screens)
- System activation

Care module controls

- Rear console(s)
- Rear auxiliary console functions
- Intercom and communication features

Feature operation and logic

- Lighting features (Smooth Pattern, Day/Night mode)
- Feature timers and programmed behaviors
- ECO feature behaviour (anti-idle)
- Antitheft features: how to lock, unlock, or trigger
- Alert/Error messages
- What to report to maintenance (early symptoms, alerts)

Key Takeaways

Attendees will gain a clear and confident understanding of every user-facing feature inside their ambulance, from console controls to lighting, power management, and security functions. They will know how and when each system should be used, how to avoid misuse, and what issues to report proactively.

This course enhances safety, reduces preventable operator errors, and ensures the vehicle remains mission-ready.



Official certification at the end of the session.

**Get OEM know-how.
Make the right call.**

Enroll your team

1-800-363-7591



Course content and curriculum are subject to change without notice and may be customized based on customer requirements. This module may be delivered individually or combined with other modules as part of a customized training program. For more information, please contact your Customer Care Specialist.

Demers Ambulances, Crestline Ambulances Customer Care Training Program
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