

REGIONS HOSPITAL EMS	
POLICY/PROCEDURE: EMS On-Call Clinical Supervisor	Page 1 of 1
ISSUED BY: Medical Director	No. 09-100
DATE: April 1, 2009	Supersedes: No. 05-100

Purpose:

Regions Hospital EMS recognizes that providing EMS is a 24-hour/day, 7 day/week operation. An EMS On-Call Clinical Supervisor (OCCS) is available to respond to the medical direction needs of customers at all hours. The OCCS should also be contacted so that Medical Direction is kept informed of unusual circumstances or events that occur in services under their medical oversight.

Policy:

Contact/Notify the OCCS of the Following Events:

1. EMS vehicle accidents involving injury to the patient(s) or crew members
2. Mass casualty incident/disaster (natural or manmade)
3. Any patient care complaint/inquiry received by a service requiring immediate follow-up
4. Deaths:
 - A. Any incident involving more than one victim
 - B. Death or serious injury of any provider under the medical direction of Regions EMS
5. Advanced procedures:
 - A. Failed advanced airway management with RSI medications
 1. Single attempt failures if subsequent attempts are successful **do NOT** need to be called in.
 2. Failed advanced airway management without RSI **does NOT** need to be called in.
 - B. Needle jet insufflation
 - C. Surgical cricothyrotomy
 - D. Research-defined events.
6. Any question of an emergent nature that requires immediate advice from Medical Direction
7. Any event that has high media profile
8. Any event with the potential need for CISM. This should be communicated from the EMS administration at each service to the EMS OCCS.

Procedure:

1. Contact MRCC at (651) 254-2990 and ask them to contact the OCCS.
2. Provide MRCC with your name, service, and a callback number.
3. The OCCS will contact the service for further details.