

Methodist Health Services Corporation UnityPoint Health- Proctor	Page # 1 of 3	Section:	Policy #: 17
	Approved by:		Date: 6/2017 Review by: 6/2018
	Supersedes: Date Revised: 6/2017		
	Primary Responsible Parties: Dr. Ashley N. Huff Secondary Responsible Parties:		
	Joint Commission Standard:		
SUBJECT: ON-LINE MEDICAL CONTROL - OPERATIONAL CONTROL POINT			

I. POLICY:

On-line Medical Control is utilized to provide the pre-hospital provider medical oversight in the treatment decisions involving patient care in the pre-hospital setting.

II. PURPOSE AND STANDARD:

Proctor Hospital functions as the Base Station Medical Control for the UnityPoint Health EMS System. Proctor Hospital is committed to providing on-line medical control at the emergency department operational control point, 24 hours per day. All voice orders shall be given by or under the direction of the EMS Medical Director, or the EMS Medical Director's designee, who shall be either an ECRN or Emergency Department Physician as required in [Section 515.320 Scope of EMS Service d\) 6\).](#)

III. POLICY SCOPE: Departmental

IV. GENERAL INFORMATION:

A. Definitions

1. **MERCI Radio** – VHF radio used to communicate on the primary MERCI ambulance to hospital frequency of 155.340 for both local and statewide ambulance traffic or on the hospital to hospital frequency of 155.280 and other VHF frequencies which may be identified and reserved by IDPH in the future for the use of ambulance to hospital or hospital to hospital communications.
2. **Telemetry Phone** – Reserved and recorded direct lines used by EMS providers to call the hospital for the transmission of patient reports and requesting orders for the care of patients.

3. **CAREPoint Console** – Computerized console which controls the MERCI radio and the telemetry phone lines from one location. The CAREPoint Console will be considered the operational control point for the EMS System.
4. **Operational Control Point** – A location where all MERCI (VHF), UHF, Telemetry Phone and intercom communications are located and from which all Online Medical Control is provided by the EMS Medical Director or his/her designee which may be an Emergency Department Physician or ECRN.
5. **Medical Control Physician** – The EMS Medical Director or his designee, the Alternate EMS Medical Director or Emergency Department Physician on duty in the UnityPoint Health Proctor Hospital Emergency Department.

B. Policy and Procedure

1. The UnityPoint Health EMS System’s telecommunications equipment allows the EMS Medical Director or their designee to monitor all pre-hospital to-hospital communications, and all hospital to pre-hospital communications in the EMS System.
2. The telecommunications equipment at UnityPoint Health Proctor Hospital is staffed and maintained 24 hours every day, which includes the VHF radio control point and the telemetry telephone equipment.
3. All voice orders via VHF/UHF radios or on telemetry phone lines shall be given by or under the direction of the EMS Medical Director or by the EMS Medical Director's designee, who shall be either an ECRN or an Emergency Department Physician.
4. All medical orders/direction and patient reports will be conducted by MERCI radio (VHF) or Telemetry Phone (recorded lines) and will be recorded.
5. At the completion of radio communications, the ECRN or Medical Control Physician will announce the appropriate Call Sign, the time and finish with “Proctor Hospital clear.”
6. All communications will use plain English. No “10 Codes” or other codes will be used during communications.
7. Patient Names or other identifying information will not be broadcast on the radio. If confirmation of patient identity is required, use a phone.
REMEMBER THAT CELLULAR PHONES ARE STILL RADIOS AND SOPHISTICATED SCANNERS CAN INTERCEPT CELLULAR CALLS. BE VERY CAREFUL TO PROTECT PROTECTED HEALTH INFORMATION ON THE RADIO AND PHONE.

8. Upon receiving a radio or telephone call at the Operational Control Point, the ECRN shall initiate contact and document all appropriate information. The Medical Control Physician shall be notified of the incoming call, as soon as possible. The ECRN has the authority, delegated by the EMS Medical Director, without first notifying the Medical Control Physician, to initiate emergency care in accordance with the field treatment protocols for all orders without an asterisk or marked with a single asterisk. Whenever a radio or telephone call is received at the operational control point, the ECRN or Medical Control Physician taking the call will complete the Medical Control Patient Report, listing all information provided by the pre-hospital providers and any direction provided by medical control. The Medical Control Patient Report will be signed by the ECRN and the Medical Control Physician and the original attached to the patient's ED chart to be included in the patient's medical record. If the patient is a direct admit, the Medical Control Patient Report will go to the floor with the patient. A copy of the Medical Control Patient Report will also be filed at the Operational Control Point.
9. Once the EMS Medical Director or the Medical Control Physician has arrived at the Operational Control Point, the ECRN and Physician shall continue to utilize the field treatment protocols as a patient treatment guide during the EMS call. If the Medical Control Physician is not readily available, the ECRN has the authority, delegated by the EMS Medical Director, to continue emergency care in accordance with the field treatment protocols.
10. If the EMS Medical Director or Medical Control Physician is not present at the Operational Control Point at the time of a call which requires orders for procedures marked with a double asterisk, **THE ECRN IS NOT AUTHORIZED TO INITIATE THAT ORDER.** Those orders marked with a double asterisk **REQUIRE MEDICAL CONTROL PHYSICIAN VERBAL ORDERS TO PERFORM.**
11. In the absence of the EMS Medical Director at the Operational Control Point, the on-duty Medical Control Physician has the responsibility to follow the standing medical orders, policies and procedures as approved by and under the authority of the EMS Medical Director. The on-duty Medical Control Physician may order the pre-hospital providers to deviate from the standing medical orders, policies and procedures when such deviation will benefit the patient as long as such orders are within the Scope of Practice of the pre-hospital provider as described in the UnityPoint Health EMS System Program Plan; includes medications or skills/procedures which the pre-hospital provider is authorized to administer or perform by the UnityPoint Health EMS System; and includes medications or equipment stocked on the ambulances within the UnityPoint Health EMS System as listed in the UnityPoint Health EMS System Program Plan.