

APPROVAL:

BASE HOSPITAL MEDICAL DIRECTOR

DATE

5/6

RESPONSIBLE ADMINISTRATOR

DATE

5/6/08

Policy Number: EMS.04

Effective Date: 8/2006

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See Also Policy Number:

SUBJECT: INTERMEDIARY REQUIREMENTS AND RESPONSIBILITIES

POLICY:

University Physicians Healthcare Hospital at Kino Campus shall comply with the requirements, rules and regulations of the Arizona Department of Health Services Bureau of Emergency Medical Services.

PURPOSE:

That all individuals functioning as an on-line medical direction representative shall:

- a. Meet the requirements of the ADHS rules and regulations
- b. Be knowledgeable of:
 - a. State, Regional and Local treatment and triage protocols
 - b. Regional and Local communication protocols
 - c. Base Hospital policies and procedures for prehospital personnel

APPLICABLE TO:

All Emergency Department staff functioning as an Intermediary
Prehospital Coordinator
Base Hospital Medical Director

IMPLEMENTATION PLAN:

The hospital is committed to the appropriate in-service education of all those affected by a new policy so that implementation will occur in a consistent and informed manner. The administrator (or designee) in charge of the relevant department will be responsible for the in-service education of those employees affected by the policy. There will be an employee sign-in sheet or other similar documentation to establish the employees who have received education on the policy. The appropriate administrator (or designee) will maintain such documentation.

PROCEDURE:**1.0 Requirements:**

- 1.1 The individual functioning as an Intermediary in the Emergency Department shall be in accordance to R9-25-205(D) and:
 - 1.1.1 Be currently licensed/certified in good standing in this state
 - 1.1.2 Be currently ACLS certified
 - 1.1.2.1 ACLS certification must be maintained
 - 1.1.3 Have completed the Base Hospital orientation program including an initial 8 hour ride along with an ALS transport ambulance and a 4 hour observation shift at MEDS Control.
 - 1.1.4 Maintain yearly written verification confirming review and understanding of:
 - 1.1.4.1 Base Hospital EMS policies and procedures
 - 1.1.4.2 State, Regional and Local triage, treatment, and communications protocols
 - 1.1.4.3 Position requirements and responsibilities
 - 1.1.4.4 Base Hospital Medical Direction Plan
 - 1.1.5 Maintain 12 hours of prehospital continuing education every two years

2.0 Responsibilities:

- 2.1 The individuals functioning as an Intermediary in the Emergency Department shall:
 - 2.1.1 Attend at least 50% of quarterly Intermediary reviews/meetings.
 - 2.1.2 Conduct communication and interaction with EMS personnel in a timely, professional, and organized manner to foster positive relationships between EMS personnel and the Emergency Department
 - 2.1.3 Participate in daily communications by:
 - 2.1.3.1 Receiving information from the EMS provider and relaying on-line medical direction to the EMS provider.
 - 2.1.3.1.1 An Intermediary in contact with an EMS provider will give his/her name, time of call, and when relaying verbal directions/orders shall identify the Emergency Department Physician providing the orders.
 - 2.1.3.1.2 Documentation will be as outlined in the Telemetry Forms policy.
 - 2.1.4 Participate in quality assurance by evaluating in-coming EMS calls received.
 - 2.1.4.1 Be alert to excellence of care, treatment and communications and document on the yellow NCR copy of the Intermediary form.
 - 2.1.4.2 Recognize problems or concerns with communications, care, treatment, adherence or lack of adherence to standard protocols and document on the yellow NCR copy of the Intermediary form.
 - 2.1.4.3 Documentation on the yellow NCR copy of the Intermediary form will be reviewed by the Prehospital Coordinator. Additional review and follow-up will be done as needed. Any serious concerns should be communicated to the Prehospital Coordinator as soon as possible.

- 2.1.5 Check communication equipment each shift
 - 2.1.5.1 Verify that the radio/phones are ready for use and that there are adequate Intermediary forms for the shift.
- 2.1.6 Prehospital continuing education will include:
 - 2.1.6.1 Attendance at continuing education provided by UPHK to EMS providers will be counted hour for hour.
 - 2.1.6.2 Teaching skills stations or lecturing for EMS providers will be counted on a two to one hour (2:1) basis, which will include preparation time.
 - 2.1.6.3 Professional conferences/classes will be counted hour for hour.
- 2.1.7 A designated Intermediary can respond and convey verbal medical directions given by the Emergency Department Physician to the EMS provider.
- 2.1.8 The Emergency Physician on duty shall be responsible and accountable for the on-line medical directions given to EMS personnel.
 - 2.1.8.1 The Physicians name and signature will be on the telemetry form when ALS orders or directions are given, the patient is refusing care, or for documentation of a Code 900 patient.