

Detroit East Medical Control Authority (DEMCA)

System Protocol Medical Direction

Date: April 1, 2019

Section 8-19a

Medical Direction

1. Once medical direction has been established between EMS personnel and the medical direction physician, the EMS personnel are expected to follow the direction provided. Medical direction can be provided online or in the field. If medical direction is provided in the field, it must be from DEMCA's Medical Director or designee. Follow Physician on Scene Protocol for all other physicians.
2. If EMS personnel feel that the direction provided is outside DEMCA Protocols or is not in the best interest of patient care:
 - I. The EMS personnel should continue to discuss the situation with the medical direction physician to clarify any confusion or extenuating circumstances that may exist.
 - II. If it is critical for patient care that the EMS personnel further discuss the case with a physician, the EMS personnel should:
 - a) Determine if DEMCA's Medical Director is available to provide the needed medical direction.
 - b) Contact another emergency department, from a DEMCA approved facility, to provide the needed direction. The EMS personnel must inform the second ED that this call involves an override situation (request for second opinion) and provide the name of the doctor whose order they are requesting to be overridden.
 - c) The patient should still be transported to the original hospital.
 - d) Notify the original hospital that a second medical direction contact has been made.
 - e) There should be no delay in patient transport.
 - III. In extremely rare situations in which the EMS personnel feel that the medical direction provided is dangerous to quality patient care and unable are unable to contact the DEMCA's Medical Director or another emergency department, the medical direction should not be followed. The case will be discussed further with the physician upon arrival in the ED. EMS personnel and the hospital will notify DEMCA's Professional Standards Review Organization (PSRO) within 24 hours of the incident.
 - IV. Each instance in which this type of situation has occurred is considered a SENTINEL EVENT and will be immediately reported to DEMCA's PSRO by the prehospital provider and the hospital(s) to be reviewed.
 - V. The EMS personnel involved will notify agency management and complete an incident report immediately upon completion of patient care activities for that patient. This incident report and a copy of the EMS Form will be immediately forwarded to DEMCA's PSRO.
 - VI. PSRO will review the incident and follow-up with the personnel, the agency and the emergency department personnel involved in the incident.

MCA: Detroit East MCA

Approval Date: January 15, 2019

MDHHS Approval Date: March 22, 2019

Implementation Date: April 1, 2019