

Detroit East Medical Control Authority



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RE: Using 911 to Transport Stable Patients

DEMCA Partners,

In the past couple months, long term care facilities, nursing homes and dialysis centers in our medical control zone have been frequently calling 911 to transport non-emergent covid + patients. This is not an appropriate means to arrange transportation for these types of patients. During the pandemic we have been discouraging the use of 911 for non-emergent cases. Our EMS system is currently taxed and we need all available resources to respond to calls for people having an immediate life threatening illness or injury. I am aware that many facilities have an obligation to find other situations for their COVID positive patients. The emergency department is not the appropriate destination for any stable patient who is not experiencing an immediate life threatening illness or injury.

We are notifying all facilities, EMS agencies, and medical control hospitals about appropriate management of these patients. After assessing a patient, if any EMS unit determines that a patient is non-emergent they will contact medical control for transport decision. The patient will only be transported with approval of a medical control physician. Frequent calls from facilities to 911 will be reviewed for appropriateness. Please feel free to reach out me with any questions at info@demca.org

Robert Dunne, MD
EMS Medical Director
Detroit East Medical Control Authority