Purpose

This agreement provides a framework for coordination of Life Support Agencies that respond to a service request outside of the agency's normal medical control authority. The goal of the agreement is coordination of patient care between multiple response agencies from the adjacent medical control authorities.

Circumstances Requiring Coordination of Services

- A stable and competent patient requests to be transported to a hospital outside of the agency's normal medical control authority.
- A multi-casualty incident that overwhelms local system capacity.
- Closest appropriate hospital facility for the patient's condition.
- A Life Support Agency mutual aid request across medical control authorities.
- A paramedic intercept can be made in significantly less time than a non-paramedic ambulance can transport to an emergency department.

Coordination of Service and Transport Guidelines

Requests for an emergency response from a source outside of an agency's usual medical control authority shall be referred to the closest agency for the emergency response.

Within this framework, a Life Support Agency that responds to an incident outside of the agency's normal medical control authority may function at the level of their usual medical control approval. Life Support Agencies responding outside of their home medical control authority will operate within the approved protocols, and under the jurisdiction, of the home medical control authority. The home medical control's PSRO is responsible for any quality improvement initiatives associated with this protocol.

Communication of Transport to the Adjacent Medical Control Zone

- Leaving Wayne County: contact the closest appropriate HEMS hospital for approval to transport to Mercy Memorial Hospital.

- Leaving Monroe County: contact Monroe County Medical Control for approval to transport to a Wayne County hospital.

Patient Care Protocols

Ambulance personnel shall follow the patient care protocols of their home medical control authority. A transporting ambulance shall contact the receiving hospital to give a patient report and to receive further medical direction.

- Ambulances leaving Monroe County shall contact HEMS for communications with the receiving hospital

- Ambulances leaving Wayne County shall directly contact Mercy Memorial hospital.

Patient Care Protocols (continued)

- If the estimated location of a paramedic intercept is less than five minutes from the receiving hospital, the transporting unit shall complete the transport to the hospital.
  - Huron Township Fire Department personnel provide ALS assessments for all patients. Following an ALS assessment, HTFD patients may be transported at a non-ALS level without an intercept.

- If accurate information about the responding paramedic unit cannot be obtained, the patient shall be transported within the pertinent protocol.

Patient Care Reports
The transporting agency shall provide a patient care report to the receiving hospital before returning to the home medical control authority. A partially complete patient care report can be provided to the receiving hospital prior to returning to the home medical control authority; **a complete patient care report must be provided to the receiving hospital by the end of the current work shift.**

Medication and Equipment Exchange
Medication and equipment documentation shall be returned to the home medical control for signature. The home medical control hospital is responsible for medication and equipment exchange.

Communications
Life Support Agencies must communicate with the receiving hospital.

Wayne County medical control approved ambulances shall contact Mercy Memorial Hospital using one of the following modes:

800 MHZ
58MMH3
58MMH4
Phone
734.240.8477
734.240.8488
HEAR
VHF 155.340

Monroe County medical control approved ambulances shall contact HEMS for communications with the receiving hospital using one of the following modes:

800 MHZ: HEMS 1,2,3,4

HEAR: VHF 155.340

Phone: 734.727.7286

Conflict Resolution

Conflicts, complaints and concerns between Wayne and Monroe County Life Support Agencies will be first reported in writing to the home medical control authority for information gathering and investigation. The home medical control authority is responsible for the cross-boundary quality improvement initiatives for the transports originating within the respective medical control.

Issues pertaining to cross-boundary EMS response will referred to the appropriate physicians for discussion and resolution.

Nursing concerns will be referred to the nurse managers of the respective emergency departments for discussion and resolution.

Unresolved disputes will require review by the Professional Standards Review Organizations of both medical control authorities and, if necessary, by the respective Medical Control Boards until resolution is achieved.