



# McLean County Area EMS System

1609 Northbrook Dr. Ste. 8  
Normal, IL 61761

Phone: (309) 827-4348  
Fax: (309) 808-4235

<b>Title of Policy:</b> <i>911 Emergency Calls Initiated from Hospitals</i>	<b>Policy Number:</b> Ops-100
<b>Effective Date:</b> 10/2004	<b>Review Date:</b> 10/27/2016
<b>Policy Area:</b> Operations	<b>Approvals:</b> EMSSC, EMS MD

## Background to Policy:

911 Emergency calls made from a hospital can create confusion within the EMS System for the EMS responders as well as the Emergency Dispatching agency. This policy outlines the process to be taken when a 911 call is received from an area hospital.

## Policy Statement:

The purpose of this policy is to clarify the process that must be taken when a 911 call is received from a hospital, whether it is initiated in the Emergency Department or from a hospital room.

## Policy:

- a. When a 911 call is received at the Emergency Dispatching Center it is not up to the Dispatcher to determine if the call is a true emergency or not. The Dispatcher must page the call out to the appropriate agency just as they would for any other emergency 911 call. When the call is paged, the responding agency should be made aware of the location of the patient.
- b. When a responding agency receives an emergency dispatch to a hospital, they need to notify the hospital that they are responding to through the MERCI radio to the Emergency Department. This information shall be relayed to the Charge RN or Emergency Department M.D. while the agency is en-route to the call.
- c. The Emergency Department Charge RN or M.D. will then forward the information to the appropriate department of the hospital so that they can assess the validity of the call before the EMS personnel arrive. An Emergency Department RN or MD shall meet the responding ambulance at the door when they arrive to direct them to the appropriate area.
- d. When the responding agency arrives in the Emergency Department, they will speak with the charge RN or MD to find out the location of the call and proceed to that area. The EMTs will make direct contact with the patient that initiated the call.
- e. The EMTs along with the patient will determine the outcome of the call. If the patient does not need EMS at that time, then a refusal form will be signed by the patient. If the patient insists on being transported to another facility, then the hospital staff will fill out the appropriate paperwork with the patient for discharge from that facility.



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