



McLean County Area EMS System

1609 Northbrook Dr. Ste. 8
Normal, IL 61761

Phone: (309) 827-4348
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Title of Policy: <i>Medical Control- Operational Control Point</i>	Policy Number: C-103
Effective Date: 10/2004	Review Date: 10/05/2016
Policy Area: Communications	Approvals: EMSSC, EMS MD

Background to Policy:

To clarify the roles and responsibilities of the Medical Control Physician and ECRN at each operational control point.

Policy Statement:

Resource and Associate Hospitals of the Mclean County Area EMS System are committed to providing on-line medical control at each of the emergency department operational control points, 24 hours per day. All voice orders shall be given by or under the direction of the EMS Medical Directors, or the EMS MD's designee, who shall be an ECRN or Emergency Department Physician.

Policy:

- a. The operational control point telecommunications equipment allows both EMS Medical Directors or their designee to monitor all First Responder, EMT-Basic, EMT-Intermediate and EMT-Paramedic to_ hospital transmissions, and all hospital to First Responder, EMT-B, EMT-I and EMT-P transmissions within the area serviced by McLean County Area EMS System.
- b. The telecommunications equipment at all Resource and Associate Hospitals are to be staffed and maintained 24 hours every day, which includes the VHF radio control points and the required telephone equipment. All operational control points must to have the ability to receive 12-lead ECG's.
- c. All voice orders via VHF/UHF radios or on telephone equipment shall be given by or under the direction of the EMS Medical Directors or by the EMS MD's designee, who shall be an ECRN or an Emergency Department Physician. All voice communications must be recorded. These recordings must be stored for seven (7) years.
- d. Upon receiving a radio or telephone call at the operational control point, the ECRN shall initiate contact and document all appropriate information. The EMS MD or the designated on-duty emergency department physician shall be notified of the incoming call, as soon as possible.
- e. Once the EMS MD or the Medical Control Physician designee has arrived at the operational control point, the ECRN and Physician shall continue to utilize the field treatment protocols as a patient treatment guide during the EMS call. If the EMS MD or the Medical Control Physician is not readily available, the ECRN has the authority, delegated by the EMS Medical Directors, to CONTINUE EMERGENCY CARE IN ACCORDANCE WITH THE FIELD TREATMENT PROTOCOLS.
- f. If the EMS MD or Medical Control Physician is not present at the operational control point at the time of a call which requires orders for procedures marked contact medical control, THE ECRN IS NOT AUTHORIZED TO INITIATE THAT ORDER. Those orders marked **contact medical control**



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REQUIRE MEDICAL CONTROL PHYSICIAN DIRECT VERBAL ORDERS TO PERFORM. However, this verbal order may be relayed through an ECRN.

- g. In the absence of the EMS MD at the operational control point, the on-duty Medical Control physician has the responsibility to follow the field treatment protocols as approved by and under the authority of the EMS Medical Directors.
- h. Communications from the operational control point must be available to the McLean County Area EMS System for review.

Resources:

1. [IDPH 515.740 Emergency Communication Registered Nurse \(ECRN\)](#)