



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>Resource Hospital Medical Control Overrides</i>	Policy Number: MC-100
Effective Date: 10/2004	Review Date: 10/24/2016
Policy Area: Medical control	Approvals: EMSSC, EMS MD

Background to Policy:

To assure a mechanism whereby the Resource Hospital will override an associate hospital's orders in an appropriate and ethical fashion.

Policy Statement:

If an Associate Hospital is assigned Medical Control responsibilities, the Resource Hospital reserves the right to override the delegated medical control to assure appropriate patient care.

Policy:

a. Definition:

An override call occurs when Resource Hospital personnel intercede the medical direction of a pre-hospital call directed by an Associate Hospital. The override may be requested by the EMT-B, EMT- I, EMT-P, ECRN, Pre-hospital RN and initiated by the on-duty Medical Control Emergency Department Physician at the Resource Hospital.

b. Indications for Override

- i. When the original medical control of the call by Associate Hospital personnel could result in unreasonable or medically inaccurate treatment causing potential harm to the patient.
- ii. Undue delay in initiating transport of a critically ill patient. (Greater than 20 minutes)
- iii. When there is no response from the Associate Hospital to the EMT or Pre-hospital RN after three attempts to contact.
- iv. When Associate Hospital personnel have provided medical orders that fall outside the approved MCAEMS System protocols.

c. Intervention

- i. Associate Hospitals are located in communities at a distance greater than 30 miles. The Associate Hospitals only serve as medical control for BLS, ILS, and ALS transport providers. The Associate Hospitals utilize the VHF radio, UHF, or cellular to communicate with EMS agencies.
- ii. If the pre-hospital care provider encounters an indication for a Resource Hospital override, the EMT/Pre-hospital RN shall notify the Associate Hospital with the request for override and terminate communications with the Associate Hospital.
- iii. The pre-hospital care provider shall then contact the Resource Hospital and notify the Medical Control Emergency Department Physician of their determination for override and relay the patient's pertinent medical history and condition for appropriate medical control guidance.



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- iv. After medical control guidance has been completed, the Resource Hospital Medical Control physician shall notify the Associate Hospital physician that an override was initiated and completed. All pertinent information shall be conveyed to the Associate Hospital regarding an up-date on the patient's medical status and the pre-hospital treatment rendered. The Associate Hospital shall be given an estimated time of arrival of the patient to their facility.
- v. The Resource Hospital Medical Control Physician and the EMS provider shall both submit, in their own perspective, a written summary of the intervention, including the reason(s) for the requested, granted/denied resource hospital override. The summary shall be written on an "Incident Report Form" and submitted to the McLean County Area EMS System.
- vi. A summary of the intervention shall also be written by the Associate Hospital Medical Control physician and submitted to the McLean County Area EMS System.
- vii. Only those physicians listed below may grant or deny a request for Resource Hospital Medical Control Override.
 1. EMS Medical Directors
 2. On-duty Emergency Department physicians at Advocate BroMenn Medical Center and OSF St. Joseph Medical Center.