

To: All Agencies

From: Travis Wilson, NRP, LI, EMS System Director

Date: 3/1/2021

Subject: Refusal Policy Update

Agencies,

There has been some confusion regarding refusals recently. I wanted to clarify a few things with agencies to clear up any potential confusion.

When calling for a refusal, EMS providers are calling only to document a refusal and not to request a refusal. Please use the language "3-N--- is calling to notify you of a refusal." Physicians and nurses are unable to fully assess any patient over the radio and thus cannot "grant refusals" but only acknowledge those refusals.

If calling the hospital to talk with a physician about concerns, please use the phrase "3-N--- is calling to seek direction from a physician."

Ultimately, a physician at a Resource or Associate hospital may request EMS to bring a patient into a facility to be evaluated. At that time, if a physician orders EMS to do so, it is appropriate to request the physicians name for documentation purposes.

Travis Wilson, NRP, LI
EMS System Director
McLean County Area EMS System