

EMS Operations
Patient Contact**Date: 02/01/2021**
Policy #4070**I. Purpose:**

- a. To acknowledge the responsibility of first responder and transport EMS personnel where treatment and/or transportation are rendered. EMS personnel have a duty to act when they are called for service. This policy will clarify the duties and responsibilities of all team members to clients requesting service.

II. Authority:

- a. California Health and Safety Code – Division 2.5: Emergency Medical Services 1797.204, 1797.206, and 1798.
- b. California Code of Regulations, Title 22 – Division 9, Sections 100144, 100146, 100147, 10069

III. Definitions:

- a. Non-patient: Any person that EMS providers encounter who does not demonstrate any known or suspected illness or injury, may be considered a non-patient, unless the person specifically called for or requests medical evaluation and/or care.
- b. Patient: Any person that calls for EMS services or that EMS providers encounter who demonstrates any known or suspected illness or injury shall be considered a patient, including those who meets at least one of the following criteria.
 - i. Has a chief complaint or is deceased.
 - ii. Is accompanied by a witness, or someone with personal knowledge of the individual, who (1) states that the individual has a chief complaint or (2) makes a request for examination or treatment on the individual's behalf.
 - iii. Has an obvious symptom or signs of injury or illness (ex: has symptoms of sepsis).
 - iv. Has been involved in an event with a mechanism that the average EMS Responder would believe could cause injury (ex: injuries to the head).
 - v. Appears to be disoriented, have impaired psychiatric function, or suicidal intent (ex: obvious or suspected intoxication).
- c. Patient contact: Patient contact has occurred if EMS personnel do **any** of the following:
 - i. Offer medical assistance of any kind to the patient based on perceived or confirmed need
 - ii. Visualize the patient (objective assessment)
 - iii. Determine a mechanism of injury
 - iv. Obtain a history of present illness/injury
 - v. Witness any care rendered by other parties

IV. Policy:

- a. It is the responsibility of the first responder and transport personnel to render the indicated emergency treatment and/or transportation for a patient under the following conditions:
 - i. When medically indicated for suspected or confirmed injury or illness
 - ii. When requested to render treatment and/or transportation
 - iii. When evidence for impaired capacity exists, refer to **Patient Refusal Policy (#4080)**
- b. EMS personnel should work collaboratively together with the overall goal of quality patient care and transportation. All EMS personnel are responsible for documentation for all responses.
- c. Cancellations by first responder personnel are acceptable if the transport unit's personnel have not made **any** patient contact.

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- d. If patient contact is made, an ePCR must be created.

APPROVED:

Signature on File

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EMS Medical Director