

**EMS Operations**  
**Patient Contact****Date: 12/01/2019**  
**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.
- 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
  - ii. Visualize the patient (objective assessment)
  - iii. Determine the 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
  - ii. When requested to render treatment and/or transportation
  - iii. When evidence for impaired capacity exists (*refer to Refusal policy\*\*\**)
- 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.

APPROVED:

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