




## PATIENT CONTACT

APPROVED:

  
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EMS Medical Director

  
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EMS Administrator

### 1. COMMENT

1.1 This policy serves as a statement on quality out-of-hospital medical care and to acknowledge the responsibility of first responder and transport paramedics where treatment and/or transportation are rendered. Medical 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.

### 2. HISTORY

2.1 Determining who is responsible for the assessment, care, and treatment of clients has been up to interpretation of individuals practicing in our system. Documentation responsibilities of all parties involved have been inconsistent and misunderstood. Defining who is responsible for patient care can be defined in this patient contact policy.

### 3. DEFINITIONS

3.1 Patient: Any person that calls for EMS services or that paramedics encounter who demonstrates any known or suspected illness, injury, or requests an assessment or transportation shall be considered a patient.

3.2 Non-Patient: Any person that paramedics 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.

3.3 Patient Contact: Patient contact has occurred if paramedics do **any** of the following:

3.3.1 Offer medical assistance of any kind to a patient

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- 3.3.2 Visualize the patient (objective assessment)
  - 3.3.3 Determine the mechanism of injury
  - 3.3.4 Obtain a history of present illness
  - 3.3.5 Witness any care rendered by other parties
4. It is the responsibility of the first responder and transport paramedics to render the indicated emergency treatment and/or transportation for a patient under the following conditions:
- 4.1 When medically indicated
  - 4.2 When requested to render treatment and/or transportation
  - 4.3 When evidence for impaired capacity exists (see Refusal of Care and/or Transportation Policy)
  - 4.4 When a person is not of legal majority (majority age status at which full personal and civil rights may be exercised)
5. It is the intent of this policy that all paramedics and emergency medical personnel work collaboratively together with the overall goal of quality patient care and transport. All paramedics are responsible for documentation for all responses arriving on scene. Both first responder and transport paramedics must document the following:
- 5.1 All assessments performed and care provided to the patient, including reports of care given prior to arrival
  - 5.2 All witnessed patient contact, assessment or care provided
  - 5.3 All non-patients, describing the scene and determination for non-patient
6. Cancellations by first responder paramedics are acceptable if the transporting paramedic's have not made patient contact.

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