



CENTRAL DUPAGE HOSPITAL
EMERGENCY MEDICAL SERVICES SYSTEM
POLICY & PROCEDURES

TITLE: PRE-HOSPITAL COMMUNICATIONS

SECTION: COMMUNICATIONS

POLICY NUMBER: D-3

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EFFECTIVE DATE: 01 JULY 2018

NUMBER OF PAGES: 4

PURPOSE:

To define the process for EMS providers contacting medical control for report and orders.

POLICY:

Central DuPage Hospital Emergency Medical Services System (CDHEMSS) providers shall have the ability to contact Medical Control (MC) by both cellular and MERCI technology, on frequencies assigned by the Illinois Department of Public Health (IDPH). The preferred method of communication is via cellular technology, with MERCI only being used as a backup or during a disaster when cellular communication is not possible. Additional means of pre-hospital communication may also include the use of E-Bridge notification app.

All vehicles licensed under CDHEMSS must have MERCI available to them per IDPH regulations.

1. Medical Direction:

- a. Refusals, Time of Death (TOD), Bypass, Unusual circumstances (physician or nurse on scene)
 - i. Contact Central DuPage Hospital (CDH) directly
- b. In situations when a crew receives orders from a Region 8 Hospital / Participating Hospital that they feel are outside their SMOs or may endanger patient care, CDH is to be contacted for override as the resource hospital.

2. Inbound Report:

- a. Receiving hospital is within Region 8 (see list on page 3) or a Region 8 participating hospital (see list on page 3).
 - i. System specific procedure performed
 1. Contact CDH via cellular phone, or electronic notification (e-bridge), or MERCI if necessary
 - ii. No system specific procedure performed
 1. Contact receiving hospital via cellular phone, or E-Bridge if below conditions are met. Providers using E-Bridge shall always be able to contact Medical Control.
 2. E-Bridge shall be used for the below conditions as allowed by the parameters of each form and availability of the receiving facility. If unable to E-Bridge due to patient condition, the transporting crew shall contact the hospital via phone call, AND MUST send patient demographics via the "patient information" E-Bridge form if available.

a. E-Bridge Forms

i. Cardiac Arrest

1. Patient \geq 18 years of age
2. Patients not in traumatic arrest
3. Patients who do not need decontamination
4. Patients being transported to Central DuPage Hospital, Glen Oaks Hospital, Edward Hospital, Good Samaritan Hospital, Elmhurst Hospital

ii. STEMI Alert

1. Patients \geq 18 years of age
2. Patients without the need for airway intervention
3. Patients who have a stable (>90 mmHg) SBP
4. Patients who do not need advanced airway control (I-Gel, ETT, King, CPAP, Cric, BVM)
5. Patients who do not need blood pressure control or assistance (pacing, Dopamine)
6. Patients with a GCS of \geq 11
7. Patients being transported to Central DuPage Hospital, Glen Oaks Hospital, Edward Hospital, Good Samaritan Hospital, Elmhurst Hospital

iii. STROKE Alert

1. Patients \geq 18 years of age
2. Patients without the need for airway intervention
3. Patients who have a stable (>90 mmHg) SBP
4. Patients who do not need advanced airway control (I-Gel, ETT, King, CPAP, Cric, BVM)
5. Patients who do not need blood pressure control or assistance (pacing, Dopamine)
6. Patients with a GCS of \geq 11
7. Patients being transported to Central DuPage Hospital, Glen Oaks Hospital, Edward Hospital, Good Samaritan Hospital, Elmhurst Hospital

iv. BLS Alert

1. Patients who do not require ALS care per the region 8 EMS SMOs
2. Patients being transported to Central DuPage Hospital, Glen Oaks Hospital, Edward Hospital, Good Samaritan Hospital, Elmhurst Hospital

v. Behavioral Alert

1. Patients who have not required chemical restraints
2. Patients being transported to Central DuPage Hospital, Glen Oaks Hospital, Edward Hospital, Good Samaritan Hospital, Elmhurst Hospital

vi. ALS Alert

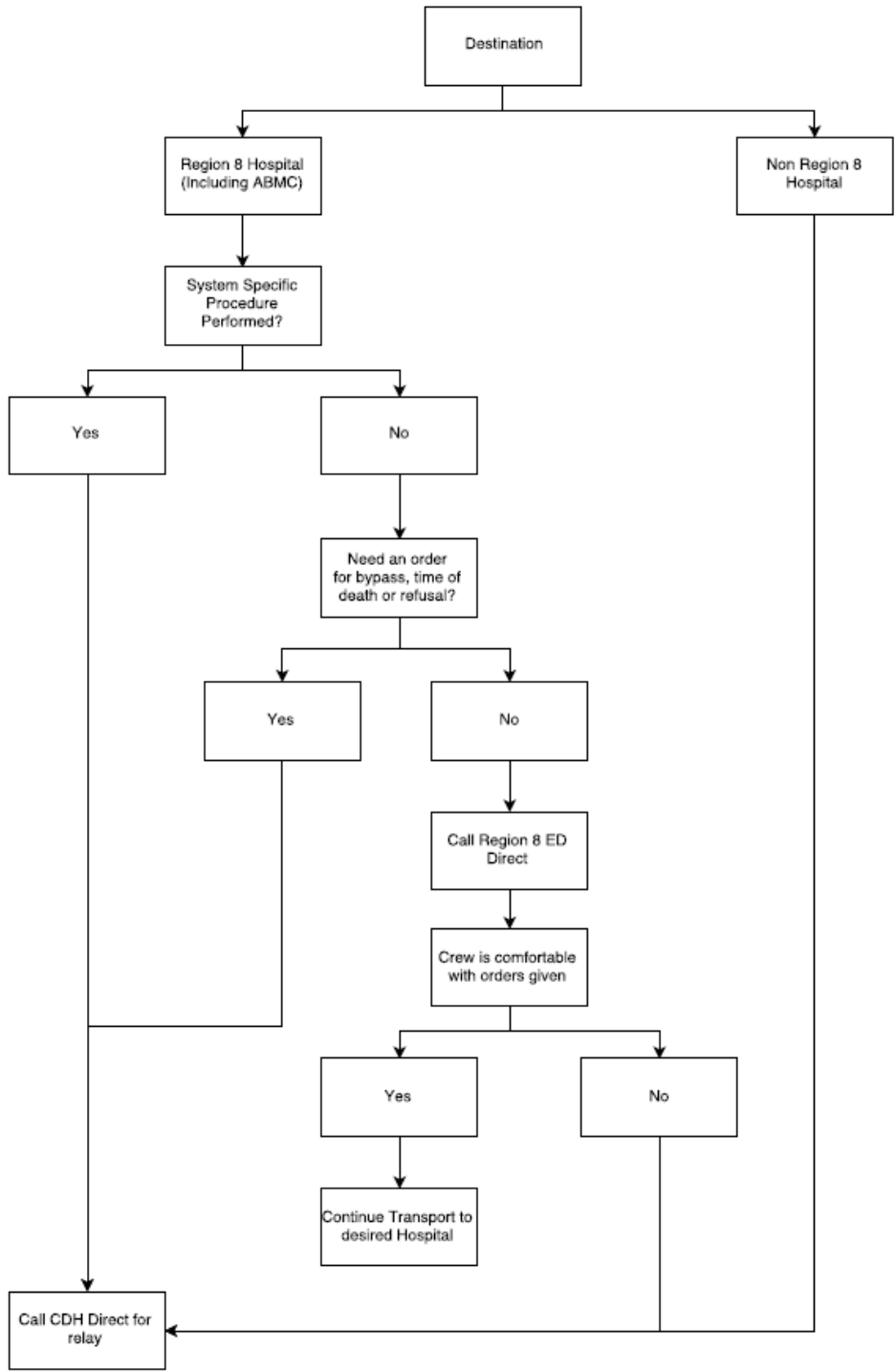
1. Patients ≥ 18 years of age
2. Patients without the need for airway intervention
3. Patients who have a stable (>90 mmHg) SBP
4. Patients who do not need pacing or cardioversion
5. Patients who do not need advanced airway control (I-Gel, ETT, King, CPAP, Cric, BVM)
6. Patients who do not need blood pressure control or assistance (pacing, Dopamine)
7. Patients with a GCS of ≥ 11
8. Patients being transported to Central DuPage Hospital or Glen Oaks Hospital

b. E-Bridge Video

- i. Providers shall be able to utilize live video (telemedicine) when communicating with Central DuPage Hospital, either for medical control or for inbound report.
 1. Videos are recorded as the function of online Medical Control is required to be saved for QA and subpoena requests.
 2. Videos should be utilized when faced with uncommon or unique situations where the ECRN or Physician would benefit in seeing the patient to help guide care or procedures.

b. Receiving hospital is outside Region 8

- i. Contact CDH for relay to receiving hospital



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