

Jackson County Medical Control Authority
System Protocols
AMBULANCE TELEHEALTH TREATMENT IN PLACE

Date: November 2020

Section 8-46

Ambulance Telehealth Treatment in Place

Purpose: To assess and identify the patient who might be appropriate for treatment on scene but does not require transport by ambulance.

Indications: This protocol provides general guidance for the patient who may be safely treated in place utilizing telehealth capabilities and not transported via ambulance.

1. This protocol applies only to 911 requests.
2. This protocol may be utilized when a patient could be safely and effectively treated in place, and not transported via ambulance.
3. The patient agrees to receive treatment in place and can make informed decisions.
 - a. The patient must be alert, not under the influence of alcohol or other intoxicants, have no acute neurologic deficits and have no evidence of life threatening or debilitating illness or injuries.
 - b. The patient complaints must be low acuity that are appropriate for evaluation and treatment in place.
4. Patients must be in a safe and comfortable environment.
5. This protocol applies to treatment conducted in conjunction with an agency-defined, MCA approved health-care provider, either in person, or with a real-time two-way audio and video telehealth connection.

Protocol:

1. Follow **General Pre-Hospital Care** protocol.
2. Obtain and review patient health history and primary care provider's orders prior to evaluation when available.
3. Follow appropriate protocols for the patient's complaint.
4. Consider contacting medical control to help decide if patient is a good candidate for treatment in place.
5. Inform patient or patient's medical decision maker that treatment in place is an option and briefly describe how that would be provided. Patient or patient's advocate can decline treatment in place and insist on transportation to an emergency department at any time.
6. A patient may be treated in place if all the indications are met and it is safe to do so.
7. Consider involving or requesting a Community Paramedic if available.
8. Each EMS agency shall define an approved telehealth physician group(s) or provider(s) and these must be approved by the MCA.
9. Each EMS agency shall determine the procedures for establishing a telehealth connection consistent with state and federal patient confidentiality rules.



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10. EMS providers may not perform any treatment that is outside their scope of practice. If a telehealth clinician requests the performance of a procedure or treatment that is outside the scope of the EMS crew, they will inform the clinician that they are unable to do so.
11. If, at any point, the EMS crew feels that a treatment being directed by the telehealth clinician is unsafe or not in the patient's best interest, they have the right to refuse to perform the treatment and should contact Medical Control for guidance.
12. If a patient deteriorates during treatment, patient shall be transported to the appropriate emergency department. See the **Transport Protocol**.