

West Michigan Regional MCC

Systems Protocols

Interfacility Transfer – Mutual Aid Policy

Date: October 2, 2020

Page 1 of 1

Interfacility Transfer Mutual Aid Policy

Adopting MCAs will have an “X” under their MCA name. If no “X” is present, the MCA has not approved or adopted the protocol.

Allegan	Barry	Clare	Ionia	Isabella	Kent	Mason
X	X (on 5/24/21)		X		X	X
Montcalm	Muskegon	N. Central	Newaygo	Oceana	Ottawa	
X	X	X	X	X	X	

Purpose

The **Interfacility Transfer Mutual Aid Policy** establishes the conditions under which an agency, not privileged within the MCA in which an interfacility transfer begins or ends, may provide transfer service under a mutual aid request. *This protocol is specifically meant to address the Michigan Attorney General Declaratory Ruling 7072.*

Procedure

A state licensed Advanced Life Support Agency may provide critical care or interfacility transfer service to a patient being sent from a facility outside of their privileging MCA and to a destination facility outside of their privileging MCA, when all of the following conditions are met:

- If an interfacility transfer request is called to a local ambulance service, and that ambulance service does not have the capacity to respond to the transfer in a timely manner, then a mutual aid ambulance may be requested by the local ambulance service, dispatch, or the sending facility to facilitate the interfacility transfer, per MCA approved process.
- Life support agencies should utilize mutual aid when resources are not available and make every effort to ensure timely responses to transfer requests in a manner which is mutually acceptable to all parties.
- The quality improvement oversight of mutual aid interfacility transfers shall be shared between the MCAs in which the transfer begins or ends and the MCA from which the transferring service originates.
 - If substandard care is identified, the involved MCAs will determine which MCA will investigate. Any resultant remediation, education or punitive actions shall be enacted by the privileging MCA. Privileging MCA will be the investigatory MCA.