

West Michigan Regional MCC

System Protocol

Medical Direction Override Policy

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Medical Direction Override Policy

Once on-line medical direction has been established between EMS personnel and the medical direction physician, the EMS personnel are expected to follow the on-line direction provided. In rare circumstances, EMS personnel may feel that the direction provided is outside the scope of practice outlined by Protocols, Policies and Procedures or is not in the best interest of the patient. In those situations:

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		X	X
Montcalm	Muskegon	N. Central	Newaygo	Oceana	Ottawa	
X	X	X	X	X	X	

1. In those situations, in which medical direction is being relayed from the physician through ED personnel, the EMS personnel should request to talk directly with the on-line physician.
2. The EMS personnel should continue to discuss the situation with the medical direction physician to clarify any confusion or extenuating circumstances that may exist.
3. In extremely rare situations in which the EMS personnel feel that the medical direction provided is contrary to quality patient care, the medical direction should not be followed, and the case discussed further with the physician upon arrival in the ED.
 - a. If it is critical for patient care that the EMS personnel further discuss the case with a physician, the EMS personnel should:
 - 1) Ask Dispatch to determine if the EMS Medical Director is monitoring radio traffic and is available to provide the needed on-line medical direction.
 - 2) Contact another emergency department to provide the needed direction; the medics should inform the second ED that this call involves an override situation (request for second opinion).
 - b. The patient may still be transported to the original hospital.
 - c. Dispatch will notify the original hospital that a second medical direction contact has been made and will identify the destination hospital.
4. These situations should, in no way, delay patient transport.
5. Each instance in which this type of situation has occurred is considered a SENTINEL EVENT and will be immediately reported to the MCA by the prehospital provider and will be reviewed.
 - a. The EMS personnel involved will notify agency management and complete an incident report immediately upon completion of patient care activities for that patient. This incident report and a copy of the EMS Form will be immediately forwarded to the MCA.
 - b. At the time of the incident, Dispatch will immediately notify the Medical Director. Dispatch will also download the appropriate radio or telephone traffic for review.
 - c. The MCA will review the incident and follow-up with the personnel, the agency and the emergency department personnel involved in the incident.