

Kent County EMS, Inc.
Community Paramedic Protocol
TANDEM365 Continuity Planning

Initial Date: 10/21/2019
Revised Date:

Section 11-1

Continuity Planning

Definitions:

TANDEM365: An Integrated Care Model that provides comprehensive supports and services that promote choice and alternatives for care in the least restrictive environment as possible utilizing an interdisciplinary team of healthcare providers.

TANDEM365 Navigator: A person licensed as an RN or EMT-Paramedic who has completed the TANDEM365 training program and is operating as a case manager of TANDEM365 program participants.

TANDEM365 Program Participants (TPP): A person living in the community who has completed an enrollment visit with TANDEM365 enrollment personnel and signed a consent to participate in the program.

Purpose: To provide general guidance for continuity planning for TANDEM365 program participants involved in the 911 system.

TANDEM365/Life EMS intake and response infrastructure:

TANDEM365 utilizes the Life EMS Control Center (dispatch) for requests for service intake. The Life EMS Control Center is a fully featured secondary PSAP and is ACE accredited by the National Academy of Emergency Medical Dispatch. All Life EMS ALS ambulances are coordinated through the Control Center. This single hub of resource coordination is an immediate conduit for upgrading and downgrading responses in the EMS 911 system.

Purpose: The purpose of this protocol is to establish guidelines for care and treatment of TPP who become involved in the EMS 911 system.

TANDEM365 911 Directives:

1. If a TPP accesses the 911 system, all treatments and MCA contacts will be completed as outlined by county protocol.
2. If a Navigator is notified that a TPP has a condition that requires a 911 response, they will contact the Life EMS Control Center and the call will be processed in accordance with the dispatch county protocol.
3. If transport is necessary, the TPP will be transported in accordance with county protocol.
4. If transportation is not necessary and the TPP does not wish to be transported, the *Refusal of Care* county protocol will be followed.
5. TANDEM365 requests the ALS provider on scene of the 911 call notifies the Life Control Center to be patched to the Navigator on a recorded line when the TPP's condition allows regarding the outcome of the call so appropriate follow-up may occur. This notification does not serve as a substitute for Medical Control Contact, and no orders may be relayed from the Navigator to the ALS provider.

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TANDEM365 Non-911 Directives:

1. If a TPP calls the TANDEM365 phone line, the call will be referred to the Navigator. If the Navigator determines a 911 response is needed, they will contact the Life EMS Control Center and the call will be processed in accordance with the dispatch county protocol.
2. If a TPP calls the TANDEM365 phone line and no 911 response is needed, the Navigator will determine if a TANDEM365 Assessment (protocol 11-2) is required.
3. If an assessment is required, the Navigator will notify the Life EMS Control Center for dispatch of appropriate resources as outlined by protocol 11-2.
4. If at any point during any contact with a TPP the TPP becomes unstable, the Life EMS Control Center will be notified, and the call will be processed in accordance with the dispatch county protocol.