



STANDING ORDER
SAN JUAN ISLAND EMERGENCY MEDICAL SERVICES
SAN JUAN COUNTY PUBLIC HOSPITAL DISTRICT NO.1

Online Medical Direction

SO #
06-10

APPROVED:

- **Dr. Michael Sullivan, MD, FACEP**
- **Chief Jim Cole, MA, NREMT-P, CMO**

ISSUED
May 26, 2010

PURPOSE AND BACKGROUND

The purpose of this standing order is to provide clear understanding of the need for and process of identifying national best EMS practices in EMS Online Medical Control and how this is being institutes at San Juan Island EMS.

The San Juan County EMS Council selects and approves a Medical Program Director (MPD) which is then appointed by the State of Washington Department of Health. Our agency also has an approved Agency Medical Director (AMD). The MPD enacts a comprehensive quality assurance and improvement program and works with AMD to assure the quality program and oversight of the agency,

Currently these two roles are fulfilled within one individual, Dr. Michael Sullivan, MD, FACEP.

National best practices in EMS call for both the MPD and AMD roles to be a currently practicing physician who is Board Certified in Emergency Medicine by the American Board of Emergency Medicine with other desired professional affiliations such as being a Fellow of the College of Emergency Physicians with current active emergency medicine practice.

Online medical control (OMC) should also be accomplished by a person(s) with the same qualification as the AMD. State of Washington guidelines allow the MPD to delegate the OMC and AMD functions to other physicians if he/she so desires.

Our agency is moving to adopt national best practices in EMS which includes institution of these guidelines.

ORDER

1. All online medical control (OMC) will be only given by Dr. Michael Sullivan for continuity of quality control and medical assurance. There will no longer be local OMC designated physicians.
2. When the patient is deemed to be appropriate for on-island treatment, that receiving medical center will be contacted and a report given to the OCP to coordinate the transfer of care to that physician. EMS will strive to include the patients PCP/OCP in their treatment when possible.
3. EMS will follow SOG 131 regarding post-incident patient communications.
4. Concerns or clarification about a patient care encounter should be immediately directed to the EMS Chief if it not able to be resolved directly with the EMS crew. All severe incidents shall be directed to the EMS Chief, who will in-turn open an investigation and involve the MDP/AMD.
5. Resolution of the concern(s) will be done in writing to the requesting physician when appropriate within our Quality Assurance/Quality Improvement process of San Juan Island EMS.