



STANDARD OPERATING GUIDELINE
SAN JUAN ISLAND EMERGENCY MEDICAL SERVICES
SAN JUAN COUNTY PUBLIC HOSPITAL DISTRICT NO.1

Post EMS Encounter Healthcare Provider Communications

SOG #
131-10

Approved: Chief Jim Cole

ISSUED
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PURPOSE

This guideline is intended to clarify the needed post-patient interaction communication with relevant and legal authorities associated with that interaction to enhance quality patient care. HIPAA governs which communications may/may not be communicated and will be strictly adhered to. In order to receive verbal or written communication, there must be a legal obligation to receive that patient communication.

SCOPE

These guidelines are for use by San Juan Island EMS personnel when caring for individuals who require EMS services and medical control. It is intended to provide guidance for clear and effective verbal and written communications after the completion of the patient encounter. **These guidelines do not address communications DURING an encounter.**

BACKGROUND

With the change of medical direction and the advent of electronic patient care reporting (ePCR) we have the ability to electronically communicate information from patient interactions to referring, receiving, primary care physicians and medical control/oversight physicians with a completed ePCR in a standardized manner.

GUIDELINE

- The MPD and online physician (if one is utilized) will receive a faxed ePCR at the completion of the call so they may document their interaction with the call and provide adequate Quality Assurance and oversight.
- The MPD will be contacted verbally immediately after a call and briefed on salient points of the call when the interaction is deemed life threatening, of a serious in nature, or if there is any concern about the encounter. He shall receive the completed written ePCR draft within a timely manner following that call including all supporting documentation as needed.
- If the patient has self-reported that a local island physician is their primary care physician (PCP) then the paramedic, upon completion of the call and in a timely manner will verbally contact either the IIMC or SJHCA on-call provider (OCP) and apprise them of the patient encounter. A draft of the ePCR will also be faxed to their HIPAA compliant fax machine at their office.

- All transferring facilities (i.e. IIMC / SJHCA) will receive a draft final copy of the patient ePCR upon completion by the paramedic.
- All receiving facilities (i.e. IIMC/St. Joseph ER) will receive a draft final copy of the ePCR upon completion by the paramedic in a timely manner as to facilitate effective patient care communication.
- If the patient's PCP is unknown, then only the receiving facility, online physician (if utilized) and MPD will be contacted verbally or with the ePCR following the encounter.
- At NO TIME will an uninvolved (not the PCP or online medical control) physician be contacted verbally or in writing about the patient care encounter, as this violates HIPAA laws governing such communications.