



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

Patient Safety and System Use

SOG #
132-10

Approved: Chief Jim Cole

ISSUED
11/23/2010

PURPOSE

This guideline is intended to clarify a process for EMS personnel to report concerns of patient system utilization with a process to appropriately handle the concerns for the best patient outcomes and system integrity.

SCOPE

These guidelines are for use by San Juan Island EMS personnel when caring for individuals who require EMS services. 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 response or treatment DURING an encounter. There shall never be a refusal of service to respond and assess and properly care for and transport patient when necessary, regardless of their utilization history.

BACKGROUND

There is a growing number of elderly patients being cared for at home and in “non-nursing residential institutions” not equipped to handle routine falls and patient movement, as well as chronic system users who regularly present with non-emergent system utilization.

GUIDELINE

- If EMS personnel think it likely that the patient will again become sick or injured because of possible discernable factors such as (elderly fall at home due to clutter, chronic ETOH abuse, etc.) the receiving physician should be informed of the concern.
- If during the patient encounter, there is a concern that the patient may again fall, a “Home Safety Helper Program request” Form can be completed and left with the patient and a copy forwarded to the Prevention Officer for follow up.
- As per usual communication guidelines, the PCR should be faxed to the island primary care provider’s fax following the call.
- As per usual communication guidelines, multiple calls for an individual or location should be reported to the chief for further investigation into the circumstances.
- If EMS personnel believe that an individual or institution’s chronic actions or policies may result in unnecessary illness or injury, the Chief shall be contacted for possible further investigation and action as appropriate.