

**EMS Personnel**  
**Base Hospital Contact****Date: 07/01/2023**  
**Policy #4020**

- I. **Purpose:** To establish criteria for when EMS personnel is required to make base hospital contact.
- II. **Authority:** Health and Safety Code, Division 2.5, Sections 1797.88 and 1798; California Code of Regulations, Title 22, Section 100170
- III. **Policy:**
  - A. EMS personnel shall make contact with an approved Imperial County Base Hospital under the following circumstances:
    1. For any patient who would benefit from consultation with the Base Hospital regarding general assessment and/or patient management.
    2. At any point in which a policy or patient care protocol indicates that Base Hospital contact is required for medication, treatment, or procedure.
      - i. Those procedures and medications that require Base Hospital contact prior to being performed are represented by the abbreviation BH (Base Hospital contact).
      - ii. Those procedures and medications that require Base Hospital Physician approval prior to being performed are represented by the abbreviation BHP (Base Hospital Physician).
    3. For any patient who refuses medical treatment or transportation and does not meet the criteria for refusal in accordance with Imperial County Patient Refusal Policy.
    4. For any patient who is attended by a physician at the scene and that physician wishes to recommend treatment or assume responsibility for the patient's care.
    5. For reporting of any high-risk circumstances involving patient care or outcome.
  - B. Base Hospital shall be contacted by either one of the following means:
    1. By phone; or
    2. By 800Mhz radio frequency that correlates with the appropriate facility.
  - C. The time of Base Hospital contact and the name of the MICN or physician contacted must be documented on the Patient Care Report Form. ALS/LALS personnel may receive medical direction only from the Imperial County authorized Base Hospital, or on scene Imperial County EMS Medical Director.
  - D. Base Hospital contact is NOT required for initiation of medications, procedures or treatment that are indicated as standing orders (SO) under any treatment protocol.

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- E. In situations in which base hospital contact is attempted but cannot be established, maintained or an MICN or BHP is unavailable, follow communication failure procedure:
1. If patient's condition warrants BH or BHP treatment, ALS personnel may institute medications, procedures or treatment other than SO.
  2. Communication failure treatment must be within the ALS provider's scope of practice and not considered a deviation from protocols.
  3. Disrupted communication must be documented in the patient care report.
  4. Base Hospital contact shall be made once arriving to receiving facility with notification of the disrupted communication event.
  5. The EMS provider who rendered patient care shall complete a Communication Failure Report found on the Imperial County EMS website and submit to the Base Hospital Program Manager for review with 24 hours of the occurrence.
  6. The Base Hospital Medical Director must review all reported Communication Failure Reports and submit them to the Imperial County EMS Agency within seven (7) days.
    - i. Any Communication Failure events in which the appropriate care was not provided, or any adverse patient outcome occurred based on the treatment provided will be reviewed by the Quality Assurance Committee.

APPROVED:

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EMS Medical Director