

EMS Operations
Patient Contact**Date: 07/01/2023**
Policy #4070**I. Purpose:**

A. To acknowledge the responsibility of first responder and transport EMS personnel where treatment and/or transportation are rendered. EMS personnel have a duty to act when they are called for service. This policy will clarify the duties and responsibilities of all team members to clients requesting service.

II. Authority:

- A. California Health and Safety Code – Division 2.5: Emergency Medical Services 1797.204, 1797.206, and 1798.
- B. California Code of Regulations, Title 22 – Division 9, Sections 100144, 100146, 100147, 10069

III. Definitions:

- A. Non-patient: Any person that EMS providers encounter who does not demonstrate any known or suspected illness or injury, may be considered a non-patient, unless the person specifically called for or requests medical evaluation and/or care.
- B. Patient: Any person that calls for EMS services or that EMS providers encounter who demonstrates any known or suspected illness or injury shall be considered a patient.
- C. Patient contact: Patient contact has occurred if EMS personnel do **any** of the following:
1. Offer medical assistance of any kind to the patient
 2. Visualize the patient (objective assessment)
 3. Determine the mechanism of injury
 4. Obtain a history of present illness/injury
 5. Witness any care rendered by other parties

IV. Policy:

- A. It is the responsibility of the first responder and transport personnel to render the indicated emergency treatment and/or transportation for a patient under the following conditions:
1. When medically indicated
 2. When requested to render treatment and/or transportation
 3. When evidence for impaired capacity exists in accordance with ICEMS Agency Patient Refusal Policy.
- B. EMS personnel should work collaboratively together with the overall goal of quality patient care and transportation. Each agency present shall complete an electronic record of encounter and document interventions completed under their agency.

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- C. Cancellations by first responder personnel are acceptable if the transport unit's personnel have not made **any** patient contact.

APPROVED:

Katherine Staats, M.D. FACEP

EMS Medical Director