

Practice Update

July 2017

*****UNIT CHIEFS AND DISPATCH SUPERVISORS PLEASE POST*****

Audience: All BCEHS staff

Subject: **Change re: Paramedic Specialist role/responsibility in Non-Medical Inter-facility Transports.**

What's New? As of July 4th, the Paramedic Specialist in Vancouver Dispatch Center will be the first point of escalation for clinical oversight if a crew arrives at a facility and identifies that the patient does not require paramedic care during transport and there are other transport options available.
Paramedic Specialists can be reached at 604.220.2989

Why? The non-medical transport policy/procedure was reinforced in November 2016. Recently, the number of phone calls to EPOS physicians has increased and most of these calls were not only for clinical oversight but other issues. As the Paramedic Specialist role is evolving, they will become the first point of escalation of non-medical transports for crews.

How does this affect my practice? At this time the policy applies to transport requests for inter-facility transfers in addition to hospital discharges. The changes are summarized below:

For dispatch center staff:

If a non-medical transport is pre-authorized, dispatch staff must inform the crew by having approval details in the CAD system.

For PCD teams:

If upon arrival, a paramedic crew determines (using the Non-Medical Transport Algorithm) that the patient does not require paramedic care during transport and there are other transport options available, the paramedics will:

1. If necessary, step away from the patient care area, and consult the Paramedic Specialist in Vancouver Dispatch Center at **604.220.2989** for medical oversight to determine whether paramedic care during transport is necessary.
2. If necessary, the Paramedic Specialist will consult an EPOS physician for decision.
3. If it is determined that paramedic care is not required, the paramedic will advise the requestor of the alternative transport options available.
4. If the requestor refuses to use an alternative transport provider, the crew escalates the event to the supervisor or manager.
5. All non-medical transport decisions should be fully documented on the PCR, including rationale and any Paramedic Specialist or EPOS consultations.

For Paramedic Specialist:

1. Document in eTeam and CAD the details of the transfers including crew unit number, clinical details, transport decision and actions taken such as contact names and follow up number.

Where can I get more information? Please refer to the Requests for [Non-Medical Transport policy](#).

Who do I contact if I have questions? Please contact your supervisor or manager.