

I. PHYSICIAN ORDERS FOR EXTRAORDINARY CARE NOT COVERED BY MARYLAND PROTOCOL

Rarely, a physician providing on-line medical consultation may direct a prehospital provider to render care that is truly life-saving and is not explicitly listed within the protocols.

1. **ALL** of the following criteria **MUST** be present for prehospital providers to proceed with an order under this section:
 - a) During the consultation, both the consulting physician and the provider must acknowledge and agree that the patient's condition and extraordinary care are not addressed elsewhere within these medical protocols and that the order is absolutely necessary to maintain the life of the patient.
 - b) The provider must feel capable of correctly performing the care directed by the consulting physician, based on the instructions given by the consulting physician.
 - c) When such an order is carried out, the consulting physician and the provider must immediately notify the State EMS Medical Director (via SYSCOM, 800-648-3001) of the extraordinary care situation. In addition, the provider must fax documentation of the rationale for extraordinary care within **24 hours** to the State EMS Medical Director at 410-706-0853. Attendance at a subsequent review meeting shall be required.
 - d) The prehospital provider must inform the consulting physician of the effect of the treatment and notify the receiving physician of the treatment upon arrival at the hospital (if the receiving physician is different than the consulting physician). The prehospital provider must also notify their BLS/ALS Program Medical Director within **24 hours**.
 - e) The public service local EMS jurisdiction and the Program Medical Director must then submit written notification of the incident to the Regional Medical Director with a copy to the State EMS Medical Director within **5 days** of the incident.
 - f) The commercial ambulance company and the Program Medical Director must submit written notification of the incident to the Director of the State Office of Commercial Ambulance Licensing and Regulation and the State EMS Medical Director within **5 days** of the incident.

- g) The State EMS Medical Director shall conduct a review conference to include when appropriate: the prehospital provider, the on-line physician who provided the medical consultation, the appropriate local jurisdictional official(s), the Program Medical Director, and the Regional Medical Director.
 - h) Reports of incidents shall be submitted by the State EMS Medical Director to the Incident Review Committee and, when appropriate, to the Board of Physician Quality Assurance.
2. If a prehospital provider receives an order for care that is not covered by Maryland protocols, but does not feel comfortable with it or does not agree that it is absolutely necessary to maintain the life of the patient, they shall proceed with the “Inability to Carry Out Physician Order” section.
3. Protocols provide a safe basis for prehospital intervention and transport and provide both prehospital providers and on-line physicians with parameters for this care. Extraordinary care situations not within the protocols may occur a handful of times over a span of years. This extraordinary care protocol is intended to address the potential moral/ethical dilemma that may arise in unanticipated or unforeseen situations not specifically addressed within protocols. This extraordinary care protocol is neither a *carte blanche* for any and all actions nor a device to avoid or circumvent protocols. In all situations, emergency health care providers, both prehospital providers and on-line physicians providing medical direction, are accountable for their actions in discharging their patient care responsibilities.

EXTRAORDINARY CARE CHECKLIST

- Identify the need for extraordinary care with physician consult and EMS provider acceptance.
 - Care is not covered elsewhere in the protocols.
 - Care is absolutely necessary to maintain the life of the patient.
- Immediately upon delivery of patient, EMS provider must notify the receiving physician and the State EMS Medical Director via SYSCOM.
- Fax (410-706-0853) the rationale to the State EMS Medical Director within 24 hours.
- Notify the Program Medical Director within 24 hours.
- Submit written notification of event to Regional Medical Director or SOCALR and the State EMS Medical Director within 5 days.