

<b>St. Joseph County EMS Committee</b>	<b>Request for Service Within a Hospital</b>	<b>2026</b>
Patient Management Protocol	Developed: October 2022	Revised: December 2022

### DISPATCH

- If a patient calls the St. Joseph County 911 Dispatch Center (PSAP) *from within Memorial Hospital, St. Joseph Regional Medical Center, or Beacon Granger Hospital*, including the waiting room or an exam room, the following shall occur:
  - The 911 dispatcher will confirm the patient's location is *within* the hospital
  - Once the patient is confirmed to be within the hospital, the caller shall be advised their call will be routed to the charge nurse and that no ambulance will be dispatched
  - The call shall then be routed to the hospital's charge nurse
- The charge nurse shall advise the triage nurse to call the patient from the waiting room back to the triage room for re-evaluation
  - The required medical screening exam components will be left to each individual hospital's administration
  - At a minimum, however, the patient shall have a new set of vital signs taken
  - Documentation that the patient had called 911 from the waiting room or exam room shall be documented in the patient's chart along with the new set of vital signs, the date and time, and the subsequent actions taken based off of the patient calling 911 (ie "The patient, while waiting in the waiting room, called 911 and requested emergent medical evaluation. The patient was re-evaluated and we have confirmed no emergent condition is noted")
- No ambulance shall be dispatched to transport a patient from one hospital to another without the confirmation of a physician initiating an "ED to ED Transfer"
  - Note that this is an unusual event for a 911 ambulance service
- If the patient is still not satisfied, and a second call is made, the call will again be routed the charge nurse
  - This should again be documented, but another set of vital signs is not required if within 15 minutes of the prior set of vital signs
  - If the patient continues to demand transfer to the other hospital, discussion with the patient and physician on duty shall take place
  - An interfacility transfer, based on patient request, can be initiated, if reasonable
- At no point shall a 911 EMS agency be dispatched to the waiting room or exam room based off a *patient-initiated* call for transport

### Clinical Pearls

- This protocol *only* applies to:
  - Patients physically within the hospital structure – in the waiting room, exam room, etc.
  - Patients, not hospital staff, initiating the call to St. Joseph County 911 Dispatch Center (PSAP)
- This protocol *does not* apply to:
  - Those outside of the hospital structure
- This protocol applies specifically to the St. Joseph County 911 Dispatch Center (PSAP)