

BILL DIGEST

Proposed law enacts a new provision of law in Title 40 of the Louisiana Revised Statutes to require emergency communications centers, including 911 public safety answering points, to conduct periodic follow-up calls for medical emergency incidents.

The proposed law **defines** key terms, including *emergency communications center*, *medical emergency*, and *follow-up call*.

The proposed law **requires** that for any medical emergency call resulting in the dispatch of emergency medical services, the emergency communications center initiate follow-up contact with the caller or reporting party at intervals not exceeding **five minutes**. Follow-up calls must continue until emergency medical services arrive on scene, the call is canceled, the incident is otherwise resolved in accordance with protocol, or the patient is confirmed deceased.

The proposed law **provides that** follow-up calls are intended to reassess the patient's condition, provide or update pre-arrival medical instructions, identify changes in scene safety, obtain additional information relevant to patient care or responder safety, and communicate significant updates to responding units.

The proposed law **establishes exceptions** to the follow-up call requirement when the caller remains continuously connected to the dispatcher, when reasonable attempts to re-contact the caller are unsuccessful, or when the dispatcher determines that follow-up contact would interfere with the handling of higher-priority emergencies. Any such exception must be documented.

The proposed law **requires documentation** of each follow-up call, including the time, outcome, and relevant information obtained, or the reason the follow-up call was not completed, as part of the incident record.

The proposed law **authorizes the Louisiana Department of Health**, in consultation with the Governor's Office of Homeland Security and Emergency Preparedness, to promulgate rules to implement the requirements of the Act, including standards for dispatcher training, documentation, and quality assurance.

The proposed law **provides for an effective date** of January 1, 20__.

HOUSE BILL NO. ____

BY REPRESENTATIVE ____

AN ACT

To enact R.S. 40:____ relative to emergency medical dispatch; to require emergency communications centers to conduct periodic follow-up calls for medical emergencies; to establish minimum time intervals for such follow-up calls; to provide for exceptions; to require documentation; to provide for rulemaking; and to provide for related matters.

Be it enacted by the Legislature of Louisiana:

Section 1. Legislative Findings and Purpose.

The Legislature of Louisiana finds that emergency medical conditions may deteriorate rapidly prior to the arrival of emergency medical services and that continued dispatcher contact improves patient outcomes and responder safety. The purpose of this Act is to require periodic follow-up communication until emergency medical services arrive or the incident is resolved.

Section 2. R.S. 40:____ is hereby enacted to read as follows:

§40:____. Emergency Medical Dispatch Follow-Up Requirements

A. Definitions.

- (1) "Emergency communications center" means any public safety answering point or dispatch center responsible for receiving emergency calls and dispatching emergency medical services.
- (2) "Medical emergency" means any request for emergency assistance involving illness, injury, trauma, or other conditions requiring emergency medical services.
- (3) "Follow-up call" means a telephone or electronic communication initiated by a dispatcher to reassess the patient's condition.

B. Follow-Up Call Requirement.

For every medical emergency call resulting in the dispatch of emergency medical services, the emergency communications center shall initiate follow-up contact at intervals not to exceed five minutes until emergency medical services arrive on scene or the incident is otherwise resolved.

C. Exceptions.

Follow-up calls shall not be required when the caller remains continuously connected, cannot be safely re-contacted after reasonable attempts, or when such contact would interfere with higher-priority emergencies. Any exception shall be documented.

D. Documentation.

Emergency communications centers shall document the time and outcome of each follow-up call or the reason a call was not completed.

E. Rulemaking Authority.

The Louisiana Department of Health, in consultation with the Governor's Office of Homeland Security and Emergency Preparedness, shall promulgate rules necessary to implement this Section.

Section 3. Effective Date.

This Act shall become effective January 1, 20__.