

# Standard Operating Procedures Manual

## **City of Poquoson Fire and Rescue**



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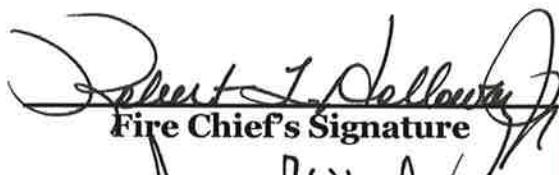
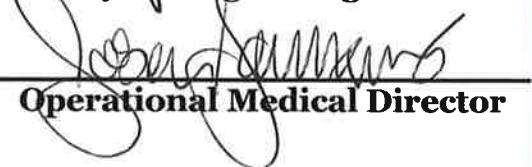
### **EMS OPERATION**

**SOP#:** EMS 1.00

**Title:** General EMS Guidelines

**Effective Date:** 04/19/2011

**Revised Date:** \_\_\_\_\_

  
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**Robert J. Delleray**  
Fire Chief's Signature  
  
  
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**James R. Wheeler**  
City Manager's Signature  
  
  
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**Dr. John J. Williams**  
Operational Medical Director

### **GENERAL EMS GUIDELINES**

#### **I. PURPOSE**

The purpose of this policy is to provide prompt and efficient treatment and transportation of patients and to eliminate in hospital delays for emergency ambulance crews.

This SOP is not all-inclusive and cannot encompass all situations that may be encountered.

#### **II. APPLICABILITY**

All Career and Volunteer personnel

#### **III. POLICY**

It shall be the policy of the Fire/Rescue Department basic and advanced life support providers to follow the protocols to the level of their certification and training as established and approved by the Operational Medical Director and the Peninsulas Emergency Medical Services Council (PEMS) Regional Protocols. In instances of conflict between Departmental and PEMS policies, the provider shall follow the policy established by the Department and the Operational Medical Director.

The Poquoson Fire/Rescue Department shall not refuse service to any persons on the basis of sex, race, creed, age, religion, or inability to pay for service/lack of insurance.

Providers shall follow the protocols as written unless they are specifically directed to do otherwise by the physician prescribing treatment.

Fire/Rescue Department personnel shall act in a professional manner at all times, especially when interacting with the public and the hospital staff.

If it is determined by the transferring facility or the receiving hospital that a patient is a direct admission, the patient may be transferred directly to their assigned bed. If the patient is unstable, consult On-Line Medical Control at the receiving facility for direction.

If the crew encounters an undue delay at the hospital, the shift supervisor should be notified as soon as possible.

Crews shall return their unit to a serviceable condition as soon as possible following patient acceptance at the receiving facility.

Non-emergency requests for service shall be handled on a case-by-case basis. Notify Fire Administration of request.

If a patient care issue arises, consult On-Line Medical Control.

EMS Personnel shall not diagnose any patient's medical condition. Treatment and transport of all patients should be performed under the guidance of the regional protocols.

No patient shall be walked to the medic unit. Should an occasion arise that the patient refuses to be assisted to the medic unit, this will be documented on the Patient Care Report and the patient shall sign a refusal of treatment (on reverse of Patient Care Report) to demonstrate an understanding that refusing assistance could worsen any conditions they may be suffering from.