



Central DuPage Hospital  
Emergency Medical Services System  
System Policy and Procedures

Title: Pre-Hospital Communications	
Section: General	Number: A-3
Approved By: Dr. Steve Graham, EMS Medical Director	
Effective Date: 01 July 2018	Number of Pages: 3

**PURPOSE:**

To define the process for EMS providers contacting medical control for report and orders.

**POLICY:**

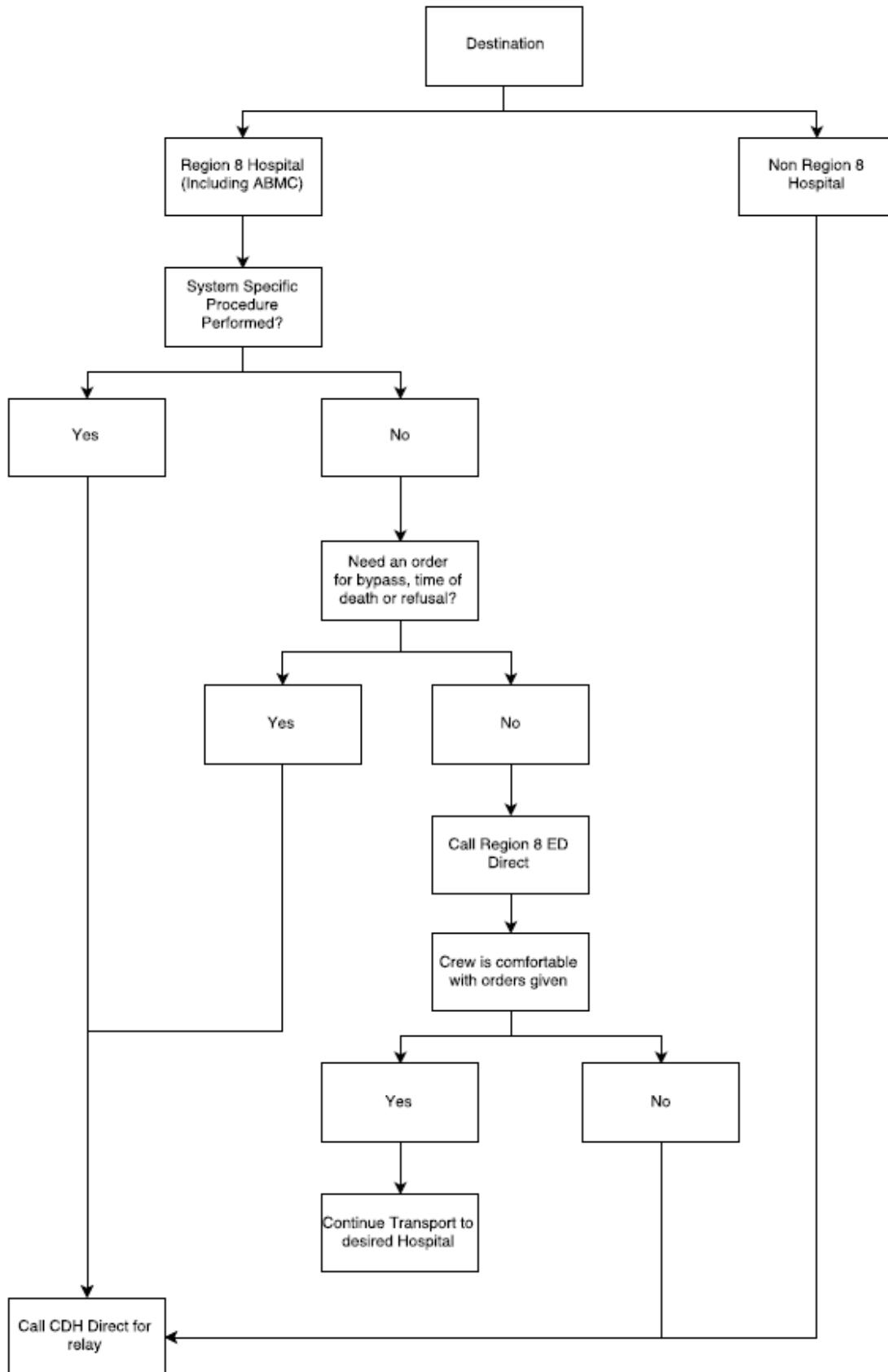
Central DuPage Hospital Emergency Medical Services System (CDHEMSS) providers shall have the ability to contact Medical Control (MC) by both cellular and MERCI technology. The preferred method of communication is via cellular technology, with MERCI only being used as a backup or during a disaster when cellular communication is not possible. Additional means of pre-hospital communication may also include the use of E-Bridge notification app.

All vehicles licensed under CDHEMSS must have MERCI available to them per IDPH regulations.

1. Medical Direction:
  - a. Refusals, Time of Death (TOD), Bypass, Unusual circumstances (physician or nurse on scene)
    - i. Contact Central DuPage Hospital (CDH) directly
  - b. In situations when a crew receives orders from a Region 8 Hospital / Participating Hospital that they feel are outside their SOPs or may endanger patient care, CDH is to be contacted for override as the resource hospital.
2. Inbound Report:
  - a. Receiving hospital is within Region 8 (see list on page3) or a Region 8 participating hospital (see list on page 3).
    - i. System specific procedure performed
      1. Contact CDH via cellular phone, or electronic notification (e-bridge), or MERCI if necessary
    - ii. No system specific procedure performed
      1. Contact receiving hospital
  - b. Receiving hospital is outside Region 8
    - i. Contact CDH for relay to receiving hospital



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Region 8 Hospitals	
Hospital	Location
Bolingbrook Hospital	Bolingbrook, IL
Central DuPage Hospital	Winfield, IL
Edward Hospital	Naperville, IL
Elmhurst Hospital	Elmhurst, IL
Glen Oaks Hospital	Glendale Heights, IL
Good Samaritan	Downers Grove, IL
Gottlieb Hospital	Melrose Park, IL
Hinsdale Hospital	Hinsdale, IL
LaGrange Hospital	LaGrange, IL
Loyola University Medical Center	Maywood, IL
MacNeal Hospital	Berwyn, IL
Region 8 Participating Hospitals	
Alexian Brothers Medical Center	Elk Grove, IL

**REFERENCES:**

**POLICY HISTORY:**

Effective Date	01 July 2018					
Review Date(s)						
Revision Date(s)						