



Central DuPage Hospital
Emergency Medical Services System
System Policy and Procedures

Title: Request for Clarification	
Section: General	Number: A-6
Approved By: Dr. Steve Graham, EMS Medical Director	
Effective Date: 01 July 2018	Number of Pages: 1

PURPOSE:

To define the communication process for any EMS provider, agency or those they interact with, when a desire exists to further understand or explore EMS activities.

POLICY:

A Request for Clarification (RFC) report can be filled out by any EMS provider, agency or those they interact with regarding any care, interaction or communication pertaining to EMS activities. The report can be found on the Central DuPage Hospital Emergency Medical Services System (CDHEMSS) website. Once the report is completed it shall be submitted to the EMS System Coordinator via email, or hand delivered. Instances in which a RFC should be filled out, include, but are not limited to:

1. Refusal or disagreement with online Medical Control orders
2. CDHEMSS Medical Control override of a Region 8 or Participating Hospital orders
3. Medical device failure
4. Interference at the scene causing delay or alteration of patient care
5. Injury or exposure of EMS personnel
6. Missing or potentially tampered with medications
7. Missing patient belongings
8. Vehicle accident while in care of the patient
9. Medications not replaced at receiving hospital
10. Physician or nurse on scene directing patient care
11. Department suspension or corrective action plan regarding EMS personnel related to EMS operations
12. Discrepancy between EMS and Non-EMS (ED) personnel

When necessary, communications regarding any of the above may take place in person, via email, or via telephone. Upon completing of the initial communication an RFC shall be completed within 24 hours and submitted to the EMS System Coordinator. Upon receiving the RFC the EMS System Coordinator, and Medical Director (as needed) shall have an initial response back to the submitting EMS provider, agency or those they interact within 7 business days. Once the RFC has been reviewed and deemed completed, the final findings will be communicated with all parties involved. The RFC shall remain in the primary EMS Provider, or agencies records.

POLICY HISTORY:

Effective Date	1 July 2018					
Review Date(s)						
Revision Date(s)						