

## RESPONSE TO MEDICAL CALLS AT MEDICAL FACILITIES

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**Purpose:** *Responding to medical emergencies at medical facilities can be detrimental to the department's primary mission of fire protection because medical facility personnel have the same or higher level of medical training and are comparably equipped. Careful consideration shall be given to the location and the nature of the emergency medical call with respect to its impact on the department's fire protection resources and a decision must be made on whether to respond on dispatch or standby for a request to respond made by an EMS crew on the scene. It simply makes little sense for the fire department to respond to a medical facility where medical facility personnel can provide the same, or higher, level of medical care to a patient as can be provided by the fire department.*

**Procedure:**

1. For the purpose of this policy, a Medical Facility means: Immediate Care Centers, Urgent Care Centers and nursing homes. A Health Care Facility is considered a Medical Facility if it has a registered nurse, licensed practical nurse (or higher level of medical training) on duty 24 hours a day, 7 days a week. Regency Health Care, Franciscan Health Care and Wesley Manor are Medical Facilities.

Physician and dentist offices along with free-standing physical therapy facilities, are NOT Medical Facilities for the purpose of this policy. Personal Care Facilities, Family Care Homes and retirement homes are NOT Medical Facilities.\*

2. Except as noted below, the fire department shall not respond to medical calls at General Electric Appliance Park, as their security forces are certified EMTs and during production hours, their medical center is staffed by registered nurses and/or physicians.
3. Except as noted below, the fire department shall not respond to medical calls at the Ford Louisville Assembly Plant between the hours of 0500 and 2400. During these hours, their medical center is staffed by registered nurses and/or physicians.
4. The fire department *SHALL* respond to medical calls at Medical Facilities where:
  - A. The nature of the call is the following: Unconscious patient, Full Arrest or Respiratory Arrest.
  - B. Where the patient is reported to be outside of the Medical Facility, such as in the parking lot.
  - C. There are multiple patients at Medical Facilities.
  - D. An EMS unit on the scene requests fire department response.
5. The fire department *MAY* respond to calls at Medical Facilities where the information provided on dispatch indicates there is a life-threatening situation and fire department intervention may lead to a favorable outcome. Whether to respond is up to the judgment of the apparatus officer based upon dispatch information.

*Standard Operating Procedures are meant only to be guidelines. Actual conditions may warrant alternative actions.*

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6. If, based upon the above, the fire department will not immediately respond on dispatch to a medical call to a Staffed Medical Facility, the officer of the apparatus will contact Radio on the assigned fire operations channel and use the following statement: *“Please advise EMS that (Facility Name) is a staffed medical facility, and Unit \_\_\_\_ is standing by in quarters, unless we are requested to respond by EMS. If EMS requests our response, please re-dispatch the incident.”* The officer shall then contact radio to clear the air as is customarily done. *(Revised June, 2008)*
7. This policy was developed in consultation with the medical director for Louisville Metro Emergency Medical Services and the director of Louisville Metro Emergency Medical Services.
  - \* *Long term care facilities are state licensed and one can determine the level of care from the license displayed at the facility. The determining factor on whether a facility is considered as a Medical Facility for this policy, is whether a nursing staff is on duty 24 hours a day, 7 days a week.*

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