

## Creating a Smooth Emergency Transfer with Your Local EMS Teams



### Challenges

- When to call?
- Who to call?
  - 911?
  - Medicaid Contractor?
  - VA Contractor?
  - Local Ambulance Service Direct?
    - Best to call 911 for non-emergent calls as well as emergent calls.



## Challenges

- What is an emergency?
  - Differences in training
  - Emergencies differ between nursing home and EMS
    - O2 levels and adjuncts
    - LOC's
- Medicaid Pre Auth's
  - Emergency – no paperwork
  - Non-emergency – PCS
- SNF PPS



## Paperwork

- Patient face sheet
  - Name, DOB, SSN, Physician
- OHDNR, TPOPP, or POLST orders
- Medication list including time last given! Allergies noted if any.
- Copy of Medical POA (legible with POA's contact info)
- PCS



## Communication

- Key questions asked by dispatch
  - Call back number
  - Address
  - Chief Complaint
    - “Just the facts Ma’am”
      - What made you call for an ambulance (no life story)
- Other questions to expect
  - Age
  - Awake /Conscious (Change in mental status)
  - Breathing?
  - Has patient been evaluated by a doctor or nurse?



## Communication

- Physician Certification Statement
- Patient Handoff
  - Critical for patient safety
  - Makes handoff at destination safer and more complete
  - SBAR / IMIST AMBO and others work
  - Should demand it of EMS crew both ways coming and going.



## Other Topics

- Repetitive trips
- Who pays for what and why the run around...
  - Medicaid
  - Medicare
  - VA
  - Nobody
- Impact of SNF PPS and EMS and how it works



## Discussion/Questions

- What can we do for you?
- Do you know what you're getting when you have an emergency call?



## Thank you

- On behalf of Buchanan County EMS and the St. Joseph Fire Dept. we thank you for your time and input.
- Open lines of communication help us all maintain and improve our relationship with each other. We also can deliver an even higher level of patient care.

