

CALL DISPOSITION

- I. Every 911 dispatch for patient care should be given one of the following dispositions:
 - A. **Patient Transported to Appropriate Emergency Department:** The patient is transported to the Emergency Department.
 - B. **Patient Initiated Refusal:** Online medical control should be contacted for refusals of service as defined in the Consent/Refusal of Service Policy (B.12), while the providers are still on scene and with the patient. All events leading to the refusal should be documented in the patient care report. In situations of third party calls wherein the patient has not called 911 and refuses all treatment and contact with EMS personnel, EMS providers should attempt to communicate with the third party caller or contact OEMC to investigate the reason for calling 911.
 - C. **No Patient Found:** EMS providers should make every attempt to identify the person for whom dispatch initiated the EMS response. In the event that the person/911 caller is identified, this should be treated as a refusal as defined in above "Patient Initiated Refusal" section above. When no person can be found, base station contact is not required, however all circumstances surrounding the event and a description of efforts to locate the patient must be documented in the patient care report.
 - D. **Patient Deceased on Arrival (DOA)** (see Initiation or Withholding of Resuscitative Measures Policy B.4): All events should be documented in the patient care report.
 - E. **Cancelled Prior to Arrival on Scene:** In the event that the call is cancelled by dispatch while enroute to scene, this should be logged in the CAD.
 - F. **Handled by Police:** In the event where EMS and the Chicago Police Department (CPD) both respond to a scene, CPD may elect to handle the situation in certain circumstances such as behavioral emergencies, DUIs, or criminal investigations and take custody of the patient. In these situations, it is expected that EMS will still attempt to perform a full patient assessment unless CPD refuses access to the patient due to scene safety. EMS should advise CPD of any potential risks associated with the patient not receiving EMS care and/or transport. OLMC is required for these situations.

All patients must be placed into one of the above categories.

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Written: 4/5/13

Reviewed: 8/15, 8/17

Revised: 8/15, 11/17

MDC Approval: 4/5/13; 11/17/15; 11/21/17

IDPH Approval: 6/26/13; 2/25/16; 12/21/17

Implementation: 1/6/14; 3/1/16; 8/1/18