



**REGION 11
CHICAGO EMS SYSTEM
POLICY**

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| Title: Resource Hospital Base Station Override |
| Section: Hospital |
| Approved: EMS Medical Directors Consortium |
| Effective: December 6, 2023 |

RESOURCE HOSPITAL BASE STATION OVERRIDE

I. PURPOSE

To establish a process to contact the Resource Hospital for medical direction to qualify orders from any other source other than the Resource Hospital.

II. DEFINITION

Resource Hospital Override: Situations in which medical direction or orders from an Associate Hospital are requested to be reviewed by the Resource Hospital

III. POLICY

- A. To allow EMS personnel to contact a Region 11 Resource Hospital, if in the judgement of the EMS provider, the medical direction or orders for patient treatment:
 1. Vary significantly from the approved Region 11 Protocols and Policies;
 2. Could result in unreasonable or medically inaccurate treatment causing potential harm to the patient; and/or
 3. When there is no response from the Associate Hospital after three attempts to contact.
- B. The EMS provider should first clarify the medical direction or order with the ECRN/ECP and advise that it deviates significantly from approved protocols or policies.
- C. If there is no resolution, the EMS provider should inform the Associate Hospital that they will contact the Resource Hospital regarding the situation.
- D. When calling the Resource Hospital, the EMS provider should inform the ECRN that this is a "Resource Hospital Override" and the ECP should be consulted.
- E. The Resource Hospital ECP may consult the EMS Medical Director as needed.
- F. After resolution, the Resource Hospital should communicate the decision and outcome to the Associate Hospital.
- G. The Resource Hospital EMS Coordinator should be immediately notified and a Request for Clarification (RFC) or Complaint Form is to be completed on the incident.
- H. The Resource Hospital EMS Medical Director and the EMS Coordinator will review the incident with all involved individuals, including the Associate Hospital EMS Medical Director and EMS Coordinator in a timely manner.