

UPMC
PHYSICIAN SERVICES DIVISION (PSD)
POLICY AND PROCEDURE MANUAL

POLICY: CO-015
INDEX TITLE: Clinical Operations

SUBJECT: Emergency Medical Conditions in the Clinical Office
DATE: April 15, 2014

I. POLICY

It is a policy of the UPMC Physician Services Division (PSD) to provide support to any patient, visitor, or staff member in the event of an emergency medical condition in the clinical office. An emergency medical condition is a medical condition manifesting itself by acute symptoms of sufficient severity such that the absence of immediate medical attention could reasonably be expected to result in placing the health of the individual in serious jeopardy (or, with respect to a pregnant woman, the health of the woman or her unborn child in serious jeopardy); serious impairment to bodily functions; or serious dysfunction of any bodily organ or part.

II. SCOPE

This policy applies to the clinical sites of the UPMC Physician Services Division (PSD) as applicable. The hospital-based clinics will follow UPMC system policy HS-LE0007 Emergency Medical Treatment and Active Labor Act (EMTALA).

III. PURPOSE

To outline a plan for employees to activate their local EMS process and initiate emergency support until the patient can be transferred to the care of an Emergency Medical Services (EMS) team.

IV. PROCEDURE

- 1) Emergency equipment and supplies are appropriately maintained to support the emergency medical condition, and at a minimum will include oxygen, ambu bag, pocket mask and airways. Benadryl (vial), Epi-pen and/or Epi-pen Jr must be kept on-site for offices that perform any procedures or medication administration that may result in an anaphylactic reaction.
- 2) Physicians and clinical employees deemed appropriate by the manager of the site who provide "hands on" patient care will maintain current basic or advanced cardiac life support certification in accordance with PSD Policy CO-004.

- 3) Emergency telephone numbers for rescue/EMS/Paramedics are accessible to all staff and posted on all telephones.
- 4) Upon discovery of a patient, visitor, or employee in an emergency medical condition, the employee finding the individual will immediately begin support or alert an employee qualified to provide support.
- 5) Support will be continued until the patient is alert and responsive or until the EMS team arrives and care can be transferred to the EMS team.
- 6) A Riskmaster (Incident Report) should be completed within 24 hours of the Emergency Medical Condition occurrence. This should be completed regardless of the individual's disposition to home or the ED. This report can be completed on-line by using this link: <https://rm.upmc.com/webforms/IIER.asp>

SIGNED:

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Chief Medical and Scientific Officer
President, Physician Services Division

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SPONSOR: Director, Clinical Support Services & Safety Officer