

Medical Emergencies

Medical emergency protocol is activated for all situations where a patient or staff member is noted to be unstable. These include patient in distress, vital signs abnormal, breathing laboured, reduced level of consciousness. Steps are indicated below.

1. Follow CPR guidelines:
 - If witnessed unconsciousness, position patient safely to the floor, obtain AED, start CPR 30:2 compressions to breaths or continuous 100/minute.
2. Call for help early:
 - Most responsible physician (MRP - the clinician involved with the patient) will call for available help from all staff clinicians.
 - Inform reception of the type of medical emergency.
 - Reception duties:
 - » Immediately call 911 and provide details of medical emergency, location, and need for ambulance assistance.
 - » Provide MRP cell phone for direct discussion with ER doctors.
 - MRP to send for the Emergency Kit while helping to position patient in safest manner (likely on floor if CPR is to be done).
3. Designate leadership:
 - MRP is the clinician involved with patient.
 - Establish role clarity and distribute workload (e.g. designate someone to document situation).
 - Communicate effectively.
4. Monitor and Follow-up
 - Monitor ABC's, vital signs, and pulse oximetry.
 - Arrange for patient transfer to Acute Care Facility.
 - Arrange for complete documentation to accompany patient.
 - Notify family members and other appropriate caregivers.

Patient Transfer

The following protocol has been instituted in order to provide a safe and expedient transfer of a patient to hospital following an unanticipated event:

- Decision to transfer the patient will be made by the MRP.
- The patient will continue to be monitored until EHS arrives, while the MRP calls the hospital to arrange admission. MRP may consider keeping in close communication with the hospital.

Procedure:

- Do not move the patient unless environment is unsafe or EHS cannot reach them.
- Ensure clinic space is free of obstruction to ensure access by EHS.
- Receptionist will call the ambulance indicating the acuity and the level of care and direct them to the appropriate exit.
- A photocopy of the completed chart note will accompany the patient to hospital. The documentation will include all pertinent chart documentation available.
- Administrative follow up (MRP responsible for ensuring complete).
 - » Ensure documentation complete.
 - » Arrange for staff de-briefing as necessary.