



# London Health Sciences Centre

## Southwest Ontario Regional Base Hospital Program

Date September 19, 2018  
To SWO Paramedics  
From Dr. Matthew Davis, Regional Medical Director  
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Subject Healthcare Provider on Scene

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You may be aware that SWORBHP has a policy that outlines what to do when you encounter a healthcare provider at the scene of a call. We have recently updated this policy and in doing so had some questions. In an effort to ensure that the policy best meets your needs and clearly articulates everyone's responsibilities in the event that a healthcare provider not associated with your Paramedic Service offers assistance, we are asking that you notify us when you encounter this.

We would like to hear from you about the experiences you have had with off service paramedics, nurses, physicians or other healthcare providers who have rendered care to the patient prior to or during your care. By sharing this information with us we can identify areas that may need updating in the current policy. We are also hoping to use this information to design a collaborative tool that may be used in conjunction with the policy to make it easier for paramedics to work with healthcare providers on scene, help them to understand what we can and cannot do but not take time and attention away from the patient to do so. If you have had any recent experiences with either a physician or nurse on scene and they have provided some form of patient care we would like to ask you to contact us with what happened, if there were any issues or difficulties and what the outcome was.

Please call the SWORBHP communication line at **1-888-997-6718** and **leave a message or fill out the form using the link below** and tell us:

- The run number of the call
- A synopsis of what happened

SWORBHP Communications form link:

[http://www.lhsc.on.ca/About\\_Us/Base\\_Hospital\\_Program/Prof\\_Std/communication\\_line.htm](http://www.lhsc.on.ca/About_Us/Base_Hospital_Program/Prof_Std/communication_line.htm)

This will help us to ensure our policy best reflects actual practice and create a tool that helps to clarify roles and eliminate any confusion or confrontation on scene.

A couple of reminders about health care providers on scene. If the physician/nurse is providing care outside the paramedic scope of practice, be sure to inform them that **they should also be accompanying the patient to the hospital**. When completing the eACR, please remember to use the 'other' prompt from the drop-down menu in iMedic and free text the name and designation of the healthcare provider and other pertinent details in the free text section. This helps us keep track of how often this event occurs.

If you would like to review the current policy, you can access it through this link:

[http://www.lhsc.on.ca/About\\_Us/Base\\_Hospital\\_Program/102018InteractingwithHealthcareProvideronaCall.pdf](http://www.lhsc.on.ca/About_Us/Base_Hospital_Program/102018InteractingwithHealthcareProvideronaCall.pdf)

Thank you for your assistance!

Please forward any questions to Deb Janssen or Susan Kriening.