

APPENDIX A



GENERAL EMERGENCY PROTOCOL IN PRIMARY CARE SETTING

| COMMUNICATION | | PHASE | EMERGENCY RESPONSE | |
|---|--|-------------------|---|--|
| ACTION | RESPONSIBILITY | | ACTION | RESPONSIBILITY |
| Call 911, activate Emergency Medical Services (EMS): <ul style="list-style-type: none"> • Provide address, clinic name, phone number, etc. • Describe situation: <ul style="list-style-type: none"> -Vital Signs -Level of consciousness -Degree of urgency | Clinic Staff with health information provided by Primary Care Provider | TRIAGE | Check ABCs <ul style="list-style-type: none"> • airway, breathing, circulation • vital signs • check blood sugar if indicated • check for medic alert | Primary Care Provider |
| | | | Complete brief history and physical examination | Primary Care Provider |
| | | | Maintain a safe environment for staff and client | Clinic Staff |
| Establish Leadership and direct activities | Primary Care Provider | MANAGEMENT | Obtain required equipment as per emergency protocol | Primary Care Provider (or Clinic Staff if delegated) |
| Obtain immediate assistance within the office | Clinic Staff | | Move client as required | Primary Care Provider/Primary Care Nurse |
| Use Emergency Documentation to note treatments and progress | Primary Care Provider/Primary Care Nurse | | Do secondary survey, detailed physical examination | Primary Care Provider |
| Obtain history from family and update family on situation | Primary Care Provider | | Assess need for immediate treatment | Primary Care Provider |
| Communicate with and relocate other clients as needed | Clinic Staff | | Initiate treatment according to appropriate protocol with available equipment and medication | Primary Care Provider |
| Print Medication sheet for transfer to EMS | Clinic Staff | | | |

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| ACTION | RESPONSIBILITY | | ACTION | RESPONSIBILITY |
| Direct staff member to meet EMS team in parking lot, hold elevator, etc. | Clinic Staff | TRANSFER | Reevaluate status and response to therapy | Primary Care Provider |
| Most responsible primary care provider to sign patient over to EMS | Primary Care Provider | | Transfer for definitive care to EMS | Primary Care Provider |
| Provide written copy of documentation & medication sheet to EMS | Clinic staff | | | |
| MD, PA, NP or RN to call hospital emergency room & update status. Note on documentation. | Primary Care Provider | | | |
| MD, PA, NP or RN to update next of kin. When possible, request client's permission first. | Primary Care Provider | FOLLOW-UP | Restock Emergency Cart & re-order medication as required | Clinic staff |
| Identify opportunities for improvement and implement changes accordingly | Team Manager/Site Medical Lead in collaboration with Primary Care Team | | Provide medical follow-up in acute case setting as required | Primary Care Provider |
| | | | If critical incident, complete appropriate paperwork and steps for reporting. Debrief staff | Team Manager |