

**OKALOOSA COUNTY
EMERGENCY MEDICAL SERVICES
STANDARD OPERATING PROCEDURE**

Title: On-Scene Operations - General Regulations
Policy: 431.00
Purpose: To provide general guidelines and regulations that shall be followed on all scenes.

Policy:

Employees of the Department shall:

1. Follow all appropriate patient-care protocols and procedures concerning operations and the delivery of patient care at the scene of each call.
2. Render pre-hospital emergency care as necessary to resuscitate, stabilize, remove and/or transport the patient in accordance with their level of certification.
3. Take all portable medical equipment to the patient including: stretcher, medical bag, cardiac monitor, O2 and backboards, etc.
4. Document all data concerning call dispatch, patient information, patient assessment, treatment and transportation as completely as possible on the run report.
5. Be responsible for packaging, moving and transporting the patient to an appropriate, designated receiving facility with a maximum of safety, while continuing all required patient care.
6. When transporting physically handicapped persons, ensure that any prostheses, appliances, equipment (e.g., walkers, etc.), devices or other aids, as well as, seeing-eye dogs, that the patient requests or requires for mobility, are transported to the medical facility along with the patient, if possible. **An exception to this would be in cases where the paramedic feels that crew's safety is in jeopardy.**
7. Thoroughly evaluate the physical condition of the patient and provide pre-hospital care in accordance with the appropriate protocols before moving patient to the ambulance, if necessary.
8. If a survey of the scene indicates that additional resources are required, contact the Communications Center and specify what additional resources are needed. The Shift Commander shall be requested to respond to unusual incidents or multiple casualty incidents.
9. Refrain from taking any action contrary to the policies and procedures of the department.
 - a. If law enforcement or fire personnel order EMS personnel to take action, which is inconsistent with EMS policy, inform the individual that such action is contrary to EMS regulations.
 - b. If the individual continues to insist that the crew take such actions, notify the dispatcher and request the Shift Supervisor to respond to the scene.
 - c. While awaiting the arrival of the Shift Supervisor, personnel shall take reasonable and prudent steps to avoid confrontation with members of other agencies.
10. Be responsible for the clothing and valuables of a patient and their safe delivery to the hospital.
11. Treat patients, their relatives, and members of the public with courtesy and in a professional manner at all times.
12. Cooperate with clergy who are ministering to the patient provided that patient care is not compromised.
13. Accommodate reasonable requests by a family member or friend who wishes to accompany the patient to the hospital provided that patient care is not compromised. Additional permitted riders must be in the front passenger seat. The only exception would be a parent accompanying a young child, who could be seat belted in the patient compartment.

**OKALOOSA COUNTY
EMERGENCY MEDICAL SERVICES
STANDARD OPERATING PROCEDURE**

Accountability and Compliance:

1. It is the responsibility of all employees to present a professional appearance and attitude at all times while performing their duties. The safety of crewmembers and patients should never be compromised. Employees of the Department are also advised to refer to the appropriate EMS patient-care (ALS/BLS) protocols as they pertain to individual responses.

Policy #: 431.00
CAAS: 106.07.01
Author: Bailey
Reviewed: Leadership
Approved: Leadership
Status: Active
Effective Date: 07/27/2016
Revision Date: 07/27/2016