



Virginia Beach Department of Emergency Medical Services



MEDICAL DIRECTION

WALK-IN CARE POLICY

PURPOSE: The purpose of this policy is to provide guidelines for the proper care and treatment of individuals who walk into an EMS location.

APPLICABILITY: This policy shall apply to all members of the Department of Emergency Medical Services.

PROCEDURES:

Courtesy Check:

1. When an individual enters an EMS agency location requesting a routine blood pressure check or similar routine check, any member with appropriate medical training shall promptly provide assistance.
2. There is no requirement to generate an electronic patient medical report (EMR) for routine checks. If the individual expresses complaints or concerns that would indicate a condition requiring EMS care, the crew should proceed with advice and care as if the individual was a patient. An EMR should be completed in these instances.

Treatment Request:

1. Any time an individual enters an EMS agency location or approaches a crew requesting medical or rescue services, medical providers will immediately provide treatment to the level of his/her certification.
2. If the providers are assigned to a staffed EMS vehicle, they should contact the Emergency Communications Center and request to be assigned to an incident at that location. Additional resources (i.e. ALS provider) should be requested as appropriate.

3. If an EMS member is not medically trained, that member will request a medically trained individual respond. This may require calling the Emergency Communications Center to dispatch the closest appropriate apparatus to the location.
4. An EMR shall be generated for all patient contacts. This includes patients who declined transportation to a hospital.

ORDERED:



01/24/2017

EMS Chief

Date



01/24/2017

Stewart W. Martin, MD Date
Operational Medical Director