

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: G. Paramedic Services	Effective Date: April 30, 2019
Topic: 3. Operations Directives	Replaces: May 30, 2010
Subject: 21. Denied /Delayed Patient Access	
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PURPOSE

To ensure Paramedic Services personnel are aware of responsibility to access patients, and processes to mitigate impact to such access, while ensuring the safety of both responders and patients.

APPLICATION

Paramedics, Paramedic Superintendents, Senior Managers

PROCEDURE

While access to patients is not normally a challenge for Paramedics, there are a variety of reasons for such challenges. Where Paramedics are unable to gain access, they shall:

- Contact CACC immediately to confirm the address.
- Ensure that the CACC ACO telephones the original caller/residence.
- Request assistance of the local Police Service where access remains unavailable to Paramedics
- Request CACC ACO notifies the Paramedic Superintendent.
- Complete and submit an Incident Report detailing the event.

Where Paramedic Services personnel are unable to gain access to a patient because of hazardous circumstances, the CACC ACO will be notified and appropriate allied agencies will be requested. The Paramedic Superintendent shall respond where reasonable.

Where access to any patient is delayed or denied by a member of the public, the CACC ACO will immediately notify Police Services. Paramedics will assess the immediate threat and engage in a tactical withdrawal where deemed appropriate.

Where access to any patient is delayed or denied by a member of a Police Service, the CACC ACO will immediately notify the Paramedic Superintendent. Paramedics will obtain the Police Officer's badge number.

All delayed patient access incidents shall be documented on the ePCR and Incident Reports.

REFERENCE