



Emergency Protocol

If there is a situation that you feel is an emergency (decreased LOC, danger, suicide, or etc.), your first line of action is to strongly encourage the patient to call 911 and the doctor's office.

Please remember: DO NOT ACTUALLY DIAL 911. 911 is a hotline service that finds the closest service site to you, not the patient.

If the patient refuses and you think the emergency warrants, please call Emergency Services immediately then call the doctor's office to let them know.

Remember: If you are unsure if the situation indeed justifies as an emergency, PLEASE CONTACT MANAGEMENT FIRST!

There are many factors to investigate before sending a patient to the ER (Please review the benchmarks sheet).

Remember: the idea behind CCM/RPM programs is to help patients AVOID the hospital/emergency room.

To do this:

- ✓ Please verify the address the patient is currently at
- ✓ Google emergency services based on zip code
- ✓ Call emergency services and explain the situation
- ✓ Stay on the line with the patient until you can verify that emergency services have arrived
- ✓ Call the office and inform them (if you cannot get in touch with them, please reach out to management to see if there is another mode of contact)
- ✓ Inform management of the occurrence
- ✓ **DOCUMENT** accurately all that has happened in the chart note

Remember, you are a mandated reporter! You cannot keep this to you yourself. The patient's life could be in your hands.