

Title: EMERGENCY SERVICE (ERS) CALL & EMERGENCY MEDICAL TREATMENT AND LABOR ACT (EMTALA)

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Location: Saint Joseph Regional Medical Center (SJRMC)		Department: Centralized Credentials

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POLICY:

1. Emergency Services - The Medical Staff Office shall work with the Medical Director of the Emergency Department to prepare an on-call list, including specialists and subspecialists, to ensure that applicable Medical Staff members are available to provide treatment necessary to stabilize individuals with Emergency Medical Conditions (as defined by the hospital’s Emergency Medical Treatment and Active Labor Act Policy.)
 - A. When a Medical Staff member who is on-call, or his/her designee is called to treat an individual with an emergency medical condition, such Medical Staff member must respond to a page within fifteen (15) minutes. When the page is made for an emergency as defined above, the number paged will be prefaced with the notation “911.” If the initial page to the Medical Staff member is not responded to within fifteen (15) minutes of placing the page, the Medical Center shall try alternative contacts with the Medical Staff member for an additional five (5) minutes. If these alternative methods are unsuccessful, the Medical Center shall page the on-call Medical Staff member’s call group partners. If the backup call group partner does not respond within ten (10) minutes of placing the page, and cannot be reached with five (5) additional minutes of alternative contact methods, the Medical Center shall contact the applicable department chair to coordinate examination and treatment of the patient. After the medical Staff member has spoken to the Emergency Department physician, the Medical Staff member must arrive at the medical center within approximately forty (40) minutes of the ending of the telephone call if the patient is identified as having an Emergency Medical Condition and requiring the care of the on-call physicians.
 - B. It is the responsibility of the Medical Staff member who is on-call to locate and coordinate a response by a backup Medical Staff member if the on-call Medical Staff member providing on-call coverage is unavailable for any reason during the assigned on-call period. All medical staff members providing on-call coverage are required to notify the Medical Staff office of all current page numbers, home telephone numbers, answering service numbers and call group partners or back-up physicians.

References/Standards:

- Policy Origin Date: May 2007
- Review Date: December 2009, December 2012, December 2015, May 2018, June 2018, December 2018
- Revised Date: June 2018
- Effective Date: March 2008
- Reviewed/Recommended By: Medical Executive Committee
- Policy 160