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**MILWAUKEE COUNTY EMS  
OPERATIONAL POLICY  
ON-LINE MEDICAL CONTROL  
(OLMC) GUIDELINES**

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Page 1 of 1

**POLICY:**

**Milwaukee County EMS Advanced Life Support providers will establish on-line medical control whenever:**

- Directed by the MCEMS Standards and Practice (S&P) Manual
- Special circumstances not specifically outlined in the S&P manual arise, requiring emergent medical advice, opinion, or orders
- Deteriorating patient conditions do not improve with protocols

**Circumstances may arise where there is an inability to carry out an OLMC order, e.g. the provider feels the administration of an ordered medication would endanger the patient, a medication is not available, or a physician's order is outside the protocol:**

- The prehospital provider must immediately notify the consulting physician why the order cannot be carried out
- The prehospital provider must initiate the MCEMS Quality Assurance process as soon as practical following the call (same shift) by calling the EMS Incident Line at (414) 257-6660.

**Circumstances may arise where the OLMC physician provides orders for extraordinary care. In rare cases, a physician providing on-line medical consultation may direct a prehospital provider to render care that is truly life-saving, not explicitly listed within the protocols, but within the Wisconsin EMS Scope of Practice guidelines for the provider's level of EMS licensure:**

- During the consultation, the physician and prehospital provider must acknowledge and agree that the patient's condition and extraordinary care are not addressed elsewhere within these medical protocols and the order is absolutely necessary to maintain the life of the patient.
- The prehospital provider must feel capable of correctly performing the care directed by the consulting physician, based on the instructions given by the consulting physician.
- The prehospital provider must inform the consulting physician of the effect of the treatment and notify the receiving physician of the treatment upon arrival at the hospital.
- The prehospital provider must initiate the MCEMS Quality Assurance process as soon as practical following the call (same shift) by calling the EMS Incident Line at (414) 257-6660.

**Circumstances may arise where the prehospital provider may not be able to contact an OLMC physician because of a radio or other communication failure:**

- The prehospital provider must attempt to contact the MCEMS EMSCOM center by direct telephone.
- The prehospital provider must provide care as outlined in the S&P manual.
- The prehospital provider must not provide care exceeding the training certification or scope of care of the EMS provider as outlined by the MCEMS Operational Plan or State of Wisconsin EMS guidelines.

**Care under exceptional circumstances (mass casualty or other disaster) will be addressed in a separate policy/guideline.**