



POLICY

This policy outlines the role of Medical Direction and the process for MIH providers to access Online Medical Control (OLMC) for patient care.

PURPOSE

Provide the role of EMS Medical Direction and baseline guidance for the MIH provider on accessing Online Medical Control (OLMC) for both emergent and non-emergent patient care encounters. It is understood that all MIH providers operate within their scope of practice under the supervision of the OEM Medical Director.

BASIC MEDICAL CARE

Reference and apply all applicable OEM standards of care. Identify, treat, and attempt to stabilize any patient who is identified as acutely ill. Activate the municipal transport service if indicated. The most relevant standards of care are as follows:


- Universal Care
- Medical Director Special Consult
- Online Medical Control

SOCIAL DETERMINANTS OF HEALTH (SDOH)

Reference and apply all applicable patient assessment screens in addition to OEM MIH Standards of Care. An emphasis should be placed on the following SDOH:

- Access to healthcare
- Understanding condition and care plan

STANDARD OF CARE

1. If patient is presenting with a potential emergent condition, reference and apply all appropriate OEM standards of care.
 - a. If, when following OEM standards of care, issues arise and a physician consult is needed, utilize the OEM guideline for Online Medical Control (OLMC) consultation (**EMSCOM 414.278.4343**) 
2. If a patient has a non-emergent condition and the MIH provider needs higher provider level consultation, consider the following steps prior to obtaining OLMC.
 - a. Attempt to speak with the patient's primary care provider
 - b. Attempt to speak with another primary care provider within the patient's health care network or medical group
 - c. Consider arraigning an urgent telemedicine consult through the patient's healthcare network.
 - d. Contact the MIH coordinator for guidance on next best steps
 - e. If the MIH provider has an urgent question in a non-emergent patient and is unable to obtain provider level assistance through the above process, consult OEM OLMC through standard process
 - f. All orders and actions enacted by the MIH provider must be within the Scope of Practice for the MIH provider
3. If all above are not available, re-evaluate patient for a potential emergent condition; if none applies, attempt to schedule patient follow up through department specific processes.



REFERRALS

- Milwaukee County Resources: OEM MIH Resource Contact List
- Department Specific Resources: Department Specific Operational Guidelines
- Ascension Scheduling: 414-567-3211
- Aurora Scheduling: 833-528-7672
- Froedtert Scheduling: 414-777-7700
- ProHealth Scheduling: 262-928-2745
- VA Scheduling: 608-280-7084

EMS AGENCY ADDITIONAL POLICIES

Individual Fire Departments within Milwaukee County are afforded the flexibility to add additional aspects to each MIH guideline. These additional aspects shall be approved by the OEM Medical Direction Team.

SUPPORTING DOCUMENTS

None Process