



POLICY

This policy outlines the minimal procedures during a Mobile Integrated Health (MIH) encounter for a patient in whom safety or abuse concerns exist.

PURPOSE

Provide baseline guidance for the MIH provider assisting patients with management of their safety and risk for abuse and/or neglect.

BASIC MEDICAL CARE

Reference and apply all applicable OEM standards of care. Identify, treat, and attempt to stabilize any patient/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
- Protective Custody

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. Apply General MIH Operational Guidelines
2. When possible, MIH provider will meet with the patient in neutral territory where the suspected abuser is not present or during an in-home visit where the abuser is not present
3. MIH providers are mandatory reporters in Wisconsin for cases of Elder Abuse, Child Abuse, At-Risk Adults, and threats of School Violence.
4. If you suspect abuse or neglect at MIH visit, request law enforcement
 1. HIPPA prevents you from sharing patient medical information unless you have written permission for patient or patient's POA or a judge-signed court order
 2. Document suspicions of abuse or neglect in ePCR
5. Elder abuse or neglect or At-Risk Adult abuse or neglect should be reported to local law enforcement, the local elder at-risk agency, and the county Adult Protective Services via phone at 414-289-6874 or after hours at 2-1-1
6. Child abuse or neglect should be immediately reported to local law enforcement
7. If patient is being transported to ED, and law enforcement is unavailable, report abuse/neglect to hospital provider
8. School Violence concerns should be immediately reported to local law enforcement
9. Recall that Self-Neglect is a behavioral condition in which an individual is unable or fails to provide themselves with adequate food, shelter, clothing, and/or medical or dental care that reflects significant danger to an elder person's physical or mental health; this is a reportable condition for Elders and At-Risk Adults
10. In cases of abuse where reporting is not mandatory (i.e. domestic violence), law enforcement services should be offered and allowed as soon as possible without compromising scene safety and patient outcomes



11. Consider follow up on abuse and neglect cases referred to authorities to assure case was reviewed

REFERRALS

- Milwaukee County Resources: OEM MIH Resource Contact List
- Department Specific Resources: Department Specific Operational Guidelines

EMS AGENCY ADDITIONAL POLICIES

Individual EMS Agencies 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.

SUPPORTING DOCUMENTS

Further information on Child Abuse: <https://dcf.wisconsin.gov/cps/signs>

Further information on At-Risk Adults / Elder Abuse: <https://www.dhs.wisconsin.gov/aps/index.htm>

Further information about potential School Violence: <https://dcf.wisconsin.gov/cps/mandatedreporters>

Adult Protective Services brochure:

<https://county.milwaukee.gov/files/county/department-on-aging/Brochure/AdultProtectiveServicesBrochure.pdf>

Milwaukee County Crisis Line: **414.257.7222**