

Northern Virginia EMS Council

Unsafe Patient ED Pre-alert Policy

BACKGROUND

When delivering a patient report to a receiving facility in the presence of a potentially unsafe or violent patient the terminology used to explain the patient's condition has the potential to escalate the situation and create an even more unstable and unsafe environment for both the patient and the first responders.

PURPOSE

The purpose of this document is to outline the regional approach for delivering a verbal report from transporting EMS units to Northern Virginia hospitals so that the receiving facility can be ready for the arrival of a potentially unsafe patient without aggravating an already delicate situation for the patient and first responders on-scene or enroute to hospital.

REGIONAL GUIDELINE

North Virginia Regional Fire, EMS and hospital systems will utilize a common phrase to pre-alert EDs about a potentially violent patient and the need to have security available on their arrival.

When delivering a verbal report prior to arrival to a facility, EMS will use the phrase **"I have a patient for room 100"**.

This policy should not change any of the operational procedures that are currently in place regarding ED staff and security response. The receiving facility will take appropriate internal action to prepare for a potentially unsafe patient.

This is a terminology update for notifying a receiving ED of a potentially violent patient arrival without letting the patient hear the request from EMS. The patient may not be currently violent, however the EMS crew may feel that the patient has the potential to become violent or agitated in the ED.

Here is a sample of how the message can be relayed.

- **EMS phone/radio report:**
 - EMS Provider: I have a 37 year old male for room 100. He is complaining of x, y, z.
 - Communications Nurse: "Direct. You will be going to room 100."
 - ***CLOSED LOOP COMMUNICATION***