

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: G. Emergency Medical Services	Effective Date: April 4, 2013
Topic: 3. Documentation Directives	Replaces: May 30, 2010
Subject: 2. Incident Reports	
Policy No. G.3.2.	Page 1 of 2

PURPOSE

To accurately record the details of an incident in an organized and detailed manner.

APPLICATION

Paramedics, EMAs, Management

PROCEDURE

- 1) An incident report shall be completed according to the instructions located in the Incident Report, by the involved ambulance personnel whenever:
 - a) A complaint relating to the operator's service is received by the operator or on the operator's behalf; or
 - b) An investigation is carried out by the operator or under the operator's authority relating to the operator's service; or
 - c) There is an unusual occurrence, including:
 - i) An unusual response or service delays;
 - ii) A delay in accessing a patient;
 - iii) An excessive amount of time on scene;
 - iv) After completing a code 5 or code 6 call (after assessing any patient who meets the requirements for a "Do Not Resuscitate Policy" or who meets the criteria of being "Obviously Dead");
 - v) A scene or situation that represents a suspected or actual criminal circumstance or event;
 - vi) Equipment deficiencies (malfunctions or failures) that had an affect on patient care or a patient's outcome;
 - vii) Communications failure;
 - viii)Property damage;
 - ix) A call involving 3 or more ambulances;
 - x) Any circumstance that resulted in harm to a patient, ambulance crew member, or any other person in the care of or being transported in an ambulance or emergency response vehicle;
 - xi) Any circumstance which resulted in a risk to, or endangerment of the safety of a patient, ambulance crew member, or any other person being transported in an ambulance or emergency response vehicle;
 - xii) The patient is vital signs absent or becomes vital signs absent while in the care of the ambulance crew;
 - xiii)Upon a request from Management.

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- 2) The incident report should be completed as soon after the incident as possible and **always prior to the end of the shift.**
- 3) EMAs and Paramedics (including driver) shall complete separate incident reports.
- 4) EMAs and Paramedics shall also complete an incident report if:
 - a) they anticipate the possibility of a complaint arising as a result of the general circumstances surrounding an incident; or
 - b) they receive a verbal or written complaint.
- 5) All incident reports shall be forwarded to the Field Superintendents, Deputy Chief and Commander of QA via email (or fax in the event that the internet is not working) **prior to the end of the shift.**
- 6) Original copies of completed incident reports are to be signed and deposited into the locked documentation box.
- 7) Management will ensure that copies of these reports are:
 - a) Transmitted by facsimile to the Field Office of the Emergency Health Services Branch when required as per Patient Care Documentation Standards.
 - b) Stored for a minimum of five years in a dry secure location.

REFERENCE

Ambulance Act/Regulations
Patient Care Documentation Standards