

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: G. Emergency Medical Services	Effective Date: May 30, 2010
Topic: 4. Operations Directives	Replaces: July 1, 2004
Subject: 27. Access to Patient Denied /Delayed	
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PURPOSE

Paramedics will endeavour to gain access to the patient while ensuring their own safety and that of the patient.

APPLICATION

Paramedics, EMAs, Management

PROCEDURE

- 1) Unable to gain access.
 - a) If Paramedics/EMAs are unable to gain access to a patient in a residence, they will:
 - Contact CACC immediately to confirm the address and request a call back to the residence.
 - If access is still not possible, request assistance of the local police department.
 - Upon completion of the call, complete an incident report.
 - b) If Paramedics/EMAs are unable to gain access to a patient because of hazards or unusual circumstances (i.e. hydro wires down, toxic fumes, patient trapped), they will notify the CACC immediately and request assistance from the appropriate allied agency and also notify the service Duty Officer.

- 2) Access denied/delayed.
 - a) If Paramedics/EMAS are denied access to a patient by the police, they will:
 - Obtain the police officer's badge number and request the officer to sign the Ambulance Call Report stating the reason for denying access.
 - Notify the CACC of the situation.
 - Notify service Duty Officer of the situation.
 - Upon completion of the call, complete an incident report.
 - b) If Paramedics/EMAs are denied access to a patient because of the interference of a bystander, they will:
 - Contact the CACC immediately and request that police attend.
 - Await the arrival of police before attempting to gain access.
 - Upon completion of the call, complete an incident report.

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- 3) Any delay in accessing a patient will be documented on the Ambulance Call Report and documented on an incident report.

REFERENCE

Ministry of Health, Emergency Services Branch, *Documentation Standards*, The Crown in Right of the Province of Ontario

Manitoulin-Sudbury District Services Board, *Police Services – Crew Safety*, Policy and Procedure G. 8.5.8