

## Western Regional Emergency Medical Advisory Committee

<b>Title: Patient Care Restriction Policy</b>	<b>Adopted: September 16, 2015</b>
<b>Policy #2013-2</b>	<b>Revised/Supersedes: November 20, 2013</b>

<b>Policy:</b>	<p>This policy is intended to create a unified system whereby the EMS Program Agencies that serve the Western Regional Emergency Medical Advisory Committee (WREMAC) receive and distribute notices pertaining to providers who have been placed under a restriction by a medical director for patient care concerns.</p> <p>Patient care restrictions refer to those restrictions placed upon a provider by a medical director because of a patient care concern.</p> <p>This policy does not apply to non-patient care restrictions such as a violation of agency rules/by-laws, or other technicalities, etc.</p> <p>Patient care restrictions may:</p> <ol style="list-style-type: none"> <li>1. limit a provider from providing care</li> <li>2. remove standing orders for ALS care, limiting the provider to contacting medical control for all procedures and therapies; and/or</li> <li>3. remove authorization for all patient care activities (i.e. may not provide any care within a BLS or ALS service).</li> </ol> <p>An incident review is complete when the medical director makes his/her final ruling or, if the ruling is disputed, when the WREMAC QI committee makes its final ruling. Cases will be reviewed as expeditiously as possible.</p> <p><b>APPLIES TO:</b>  <u><b>A provider restriction applies to all agencies where a provider has an affiliation, regardless of volunteer or paid status.</b></u> Therefore, the medical directors from each agency where a provider has an affiliation shall be notified of any restriction(s). If the medical director(s) from the uninvolved agency(s) do not agree with the imposed restriction, the concern shall be reviewed by the WREMAC QA subcommittee for a final determination. A physician involved in the matter may not participate on the QA subcommittee during its deliberation of the restriction. An agency medical director may maintain the patient care restriction within his/her own agency even if the WREMAC QA subcommittee removes or reduces a provider restriction.</p> <p>All medical directors and their agencies within the WREMAC region (Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Niagara, Orleans, and Wyoming Counties) shall adhere to this policy.</p>
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**Procedure:**

1. The physician medical director who places a provider on restriction after a complete review of the incident shall provide written notification to the EMS provider at the time when the restriction is imposed.
2. The physician medical director imposing the restriction shall also notify, by phone, mail or e-mail, his/her local contracted EMS Program Agency of the restriction within one (1) business day. The local EMS Program Agencies are:
  - **Big Lakes (Niagara, Orleans, & Genesee Counties)**  
Lake Plains Community Care Network  
Contact: Charlotte Crawford: [ccrawford@lakeplains.org](mailto:ccrawford@lakeplains.org)  
(585) 345-6110
  - **Wyoming-Erie (Wyoming & Erie Counties)**  
UBMD Emergency Medicine EMS Division  
Contact: Scott Wander: [srwander@buffalo.edu](mailto:srwander@buffalo.edu)  
(716) 898-3600
  - **Southwestern (Chautauqua, Cattaraugus, & Allegany Counties)**  
STEMS  
Contact: Donna Kahm: [dkahm@sthcs.org](mailto:dkahm@sthcs.org)  
(716) 372-0614
3. The EMS Program Agency shall notify the WREMAC Chairman and all EMS program agencies within the Western Region of the restriction. The notice shall be recorded in the next WREMAC meeting minutes. When a restricted provider is known to have privileges outside of the western REMAC, notice shall also be provided to the other affected REMAC(s) and medical director(s).
4. The EMS Program Agency shall notify all medical directors and agencies where the provider is registered of the restriction.
5. The medical directors of all agencies shall uphold the restriction unless overturned or modified by the WREMAC QA subcommittee.
6. All restrictions shall include a remediation plan developed by the imposing medical director.
7. The EMS Program Agency shall be notified when a provider restriction has been removed and notice shall be made to the WREMAC and all medical directors where the provider has an affiliation.
8. If a medical director places a provider on a temporary restriction pending a full review of an incident, that medical director shall notify the contracted EMS Program Agency of the restriction and the pending investigation of the incident.
  - a) The EMS Program Agency shall make notice of the restriction(s) and investigation to all parties as noted in steps 3 & 4 above.
  - b) The medical directors of the contacted agencies may or may not uphold the restriction(s) pending completed investigation of the incident.