

Western Regional Emergency Medical Advisory Committee

Title: On-Line Medical Control	Policy # 2023-2
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Effective Date:	06/21/2023								
Reviewed:									
Updated:									

Policy	<p>To define the requirements of facilities and physicians providing on-line medical control to EMS providers in the Western Region. NYS Public Health Law Article 30 section 3004-A grants Regional Emergency Medical Advisory Committees authority to approve providers to provide on-line medical control and coordinate the development of regional medical control systems. ^{1,2}</p>
Procedure	<p>DEFINITION</p> <p>On-Line Medical Control (OLMC) is the advice and direction through a direct, live communication link (two-way radio, telephone, or video conferencing) from a physician to emergency medical responders, emergency medical technicians or paramedics who are providing medical care. OLMC may be provided by a hospital, agency medical director, or as part of an organized system of medical control providers meeting the criteria outlined in this policy.</p> <p>FACILITY REQUIREMENTS</p> <p>To qualify as an OLMC facility in the Western Region, the facility must:</p> <ol style="list-style-type: none"> 1. Have an emergency department meeting all standards for emergency department/service as defined in Section 405 of the NYS Hospital Code. 2. Have a base station-trained physician or advanced practice provider (APP) staff member physically present in the emergency department and immediately available that meets the provider requirement delineated below in this policy. 3. Provide on-line medical direction for BLS and ALS agencies that transport patients to their facility and to facilities not able to provide OLMC. 4. Accept patients requiring BLS and/or ALS services who may have received EMS

- care under physician direction originating from another medical control hospital.
5. Maintain direct two-way radio and/or compatible telephones available to communicate with BLS and ALS units and medical control hospitals in real time.
 6. Assume the responsibility for the care and maintenance of necessary communications equipment within the institution.
 7. Familiarize staff members with approved regional and state protocols.
 8. Participate in local and or regional EMS planning activities as appropriate.
 9. Participate in quality improvement activities as defined in Part 405.19 item (f) of the NYS Hospital Code.²
 10. Participate in quality improvement activities as requested by the WREMAC or System Medical Director as they relate to the provision of OLMC.
 11. Designate a physician responsible for the overall coordination of medical direction from that facility and assure facility/provider compliance with WREMAC policies.
12. **EFFECTIVE July 1, 2024 (earliest possible compliance is strongly encouraged):** Record **all** audio from two-way radio and/or telephone systems providing OLMC and make such recordings available to the WREMAC for quality improvement review, as requested by the WREMAC Chair or their designee.

AGENCY & SYSTEM ON-LINE MEDICAL CONTROL

Agency medical directors or physicians acting as part of an organized system providing OLMC outside the hospital setting may do so provided they meet all the criteria above, except for those requirements that are specific to hospitals or emergency departments. These OLMC physicians must also meet the provider requirements delineated below in this policy.

PROVIDER REQUIREMENTS

To be credentialed as an On-Line Medical Control Provider in the Western Region, the provider must meet at least one of the following criteria:

- 1) Be a licensed physician in New York State (NYS) who is Board Certified/Board Eligible in Emergency Medicine, EMS, or Pediatric Emergency Medicine.
- 2) Be a licensed physician or APP (Physician Assistant or Nurse Practitioner) in NYS who:
 - a) Is certified in basic and Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS) and Advanced Trauma Life Support (ATLS), or equivalents and meets one of the following:
 - i) Completed a WREMAC-approved base station course (may include out-of-state courses, as approved by the WREMAC Chair), or

- ii) Approved as an on-line medical control provider in another region in NYS
- 3) Physicians in residency must be certified in basic and Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), and Advanced Trauma Life Support (ATLS), and have completed a WREMAC-approved base station course.

All OLMC providers must be trained in and thoroughly familiar with the following:

- a. Regional and state BLS and ALS protocols
- b. Communication systems
- c. EMS levels of training, scopes of practice, and responsibilities
- d. Medical control system and responsibilities of a medical control physician

ON-LINE MEDICAL CONTROL FROM HOSPITALS OUTSIDE THE REGION

The WREMAC recognizes that patients may be transported to facilities outside the Western Region or even outside New York State. In such instances, on-line medical control may best be provided by those destination facilities. EMS providers may obtain OLMC from hospitals outside the Western Region provided:

- a) The facility and provider are in another region of NYS and approved by their REMAC to provide OLMC, or the facility and provider are in Pennsylvania and meet applicable state and regional requirements for providing Medical Command there.
- b) The OLMC orders are within the provider's scope of practice.

Reference:

¹ [NYS Public Health \(PBH\) Chapter 45, Article 30, § 3004-a. Regional emergency medical advisory committees.](#)
² [10 NYCRR 405.19 Emergency Services](#)