

CONTACTING THE SYSTEM MEDICAL DIRECTOR

- A. System Medical Director – A System Medical Director (SMD) is a physician working as an Ambulance Medical Director or Associate/Assistant Ambulance Medical Director for one of the five ambulance services operating a PSA in Hennepin County.
- B. Notification/Activation of a System Medical Director
 - 1. Phone/Radio Consultation for a Hospital Closure issue:
 - a. When a hospital closure issue or question exists, the West MRCC dispatcher shall all-page the SMD list for a phone/radio consultation.
 - 2. Phone/Radio Consultation for issues or questions related to an incident/scene:
 - a. Each service shall follow its own policy for notification/activation of its own medical director(s) when an issue or question related to an incident or scene warrants a phone/radio consultation.
 - b. If a service's medical director is not available it is the responsibility of the service to contact the West MRCC and ask them to all-page the SMD list.
- C. System Medical Director physical response to an incident or scene:
 - 1. Each service shall follow its own policy for notification/activation of its own medical director(s) when a situation warrants a medical director on scene.
 - 2. If a service's medical director is not available to respond to an incident or scene it is the responsibility of the service to contact the West MRCC and ask them to all-page the full list of SMDs.
- D. All subsequent communications for an established incident or closure request should involve only the physician who initially responded.
 - If the initial SMD does not respond after 2 attempts, or within 15 minutes, the West MRCC will all page the SMD list.