



# HVREMSCO and HVREMAC Policy and Procedures Manual

Policy Name: <b>Protocol Exceptions</b>	
Policy Number: CP-10	
Approved by: REMAC	Effective Date: 6/5/2017
Revision Date(s):	Page 1 of 1

**Purpose:** Provide clarification regarding instances when the Collaborative Protocols may not provide for specific patient care situations.

- Should a situation arise which fails to conform to the Regional ALS Protocols, the ALS Provider and on-line Medical Control Practitioner may agree upon an altered course of action. Should either the Medical Control Practitioner or the ALS Provider not agree upon carrying out the altered course of action, either has a right to refuse the action.
- All implemented Medical Control Orders must be documented on the PCR and/or addendum.
- In any instance where consensus about orders cannot be reached, then all standing orders as well as medical control orders, for which there is consensus, will be completed and documented.
- Any issues for which consensus is not reached will be referred to quality assurance mechanisms via appropriate agency and HVREMAC policies.
- While acting in a setting which falls beyond the scope of the ALS Protocols, no ALS Provider shall be faulted or suffer punitive action for:
  - Following on-line Medical Control orders, provided the orders are within the ALS Provider's standard of care, scope of practice and qualifications.
  - Refusing to follow an order which the ALS Provider believes to increase risk to the patient;
  - Refusing to perform a procedure which is beyond the ALS Provider's standard of care, scope of training and qualifications.
- Whenever an action occurs outside the ALS Protocols, the Medical Control Practitioner and the ALS Provider shall each generate and forward a report of the action to the HVREMAC within 3 days of the occurrence.