

**Good Samaritan Health & Wellness Center**  
Policies and Procedures

I. Subject: PATIENT EMERGENCIES IN THE CLINIC

Policy #: 5.1

Prepared by:

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Approved by: Medical Director  
Clinical Director  
Board of Directors

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## 5.1 Patient Emergencies in the Clinic

**Policy:** To respond appropriately to patient emergencies in a timely and efficient manner. This applies to all Clinic areas.

1. Procedure: Emergency telephone numbers (ambulance, hospital, police, and poison control) will be placed by all telephones.
2. All clinical staff members are required to maintain Basic Life Support certification.
3. Health care providers (MD, DO, NP, PA) are encouraged to maintain ACLS certification.
4. The clinic will maintain an emergency kit, AED, EKG machine, oxygen supply, and age appropriate Ambu-Bags.
5. The emergency kit will be checked monthly to ensure it is in full working order, it is completely stocked and that no medications are out of date.
6. Emergency kits shall be stocked according to the attached supply list.
7. A medical provider should be notified immediately if a person presents to the office with chest pain (see chest pain algorithm), respiratory distress, severe abdominal pain, or symptomatic hypotension or hypertension.
8. The patient in respiratory/cardiac distress is to be taken immediately to an exam room and oxygen administered via nasal cannula or face mask at 2-4 liters per minute. Two staff members are to be available to assist in stabilizing the patient. **The patient should never be left alone.**
9. A designated staff member should immediately gather the AED, EKG machine, an oxygen source, and the emergency kit. A nurse should take vital signs and record them in the electronic medical record. An EKG should be performed if the patient complains of chest pain.
10. A designated staff member is to call 911 as directed by the provider or nurse. All involved staff should be notified that the call has been made and the estimated time of arrival of EMS.
11. If patient resuscitation is required, the nearest provider will run the code and initiate basic life support.

12. The front office staff is responsible for registering and/or checking in the patient in EHS following the processes stated in the *Front Desk Manual*. The front staff will also obtain and verify correct demographic and insurance information if permissible.
13. If the patient is transported by Emergency Medical Services, a copy of relevant medical records and the patient's demographic and insurance information is to accompany the patient via the EMS service.
14. All services provided to the patient must be documented in the electronic medical record including transportation by EMS service. If the patient or legal guardian refuses EMS transportation this must be documented as well.

**Implementation:**

As appropriate for clinic patients or visitors during operating clinic hours who have emergent situations as previously noted.