

STANDARD OPERATING GUIDELINE



No Patient Found

Department: Operations

SOG#218

Applicable to: All Staff

Effective Date: 1 July 2020

2 Pages

Authority: Chief Of Operations

Applicable CAAS Standard

Revised Effective Date

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding situations where staff are unable to locate a patient.

Scope:

The scope of this document applies to all road staff.

Guideline:

1. Occasionally, EMS crews will be called to a scene and find no patient. These are delicate situations, where EMS must take all steps reasonably possible to ensure that a potential patient is located. In order to ensure that all reasonable efforts are exhausted, crews who arrive and find no patient should follow these steps:
2. Inside a Structure:
 - 2.1. Verify you are at the correct location
 - 2.2. Ask Dispatch to perform a callback to verify location
 - 2.3. Request PD to location to assist in search and/or verify no patient present
 - 2.4. Consult with bystanders for possibility of patient on site
 - 2.5. Check common places for sick and injured persons, Bathrooms, their office, break rooms, cafeterias, etc.
 - 2.6. In the event that no patient is found, advise 911 and document steps taken to locate the patient. If you arrive on scene and a bystander informs EMS that the patient is no longer in need or available, EMS should take all reasonable steps to speak directly to the patient. If this is refused, EMS should request PD in an attempt to ensure the patient is in fact safe and ok.
3. Outside
 - 3.1. Verify you are at the correct location
 - 3.2. Ask Dispatch to perform a callback to verify location
 - 3.3. Request PD to location to assist in search and/or verify no patient present
 - 3.4. Consult with bystanders for possibility of patient on site
 - 3.5. Consider FD for use of thermal imaging if there is strong suspicion that there is a patient on site
 - 3.6. In the event that no patient is found, advise 911 and document steps taken to locate the patient. If you arrive on scene and a bystander informs EMS that the patient is no longer in need or available, EMS should take all reasonable steps to speak directly to the patient. If this is refused, EMS should request PD in an attempt to ensure the patient is in fact safe and ok.

This document supersedes any documents on the topic dated prior to the effective date noted above.

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4. Motor Vehicle Accidents: Require the same considerations, however in the mobile phone age, present a higher frequency of “No Patient Found”. Callers who are passing by are far more likely to make an inadvertent false call out of concern when there may be no actual incident. If you are unable to locate the accident:
 - 4.1. Verify the location
 - 4.2. Ask dispatch to perform a callback to verify the location
 - 4.3. Search five blocks or two highway exits in both directions of travel
 - 4.4. Ascertain if the FD has located any incidents.
 - 4.5. If no patient or incident is found, advise 911 and document the steps that were taken to locate the incident/patient.
5. In all instances, it is imperative to take all reasonable steps to locate and identify patients. If no patient is ultimately found, Agency personnel will document efforts undertaken to locate the patient.
6. If cancelled, all crews are expected to respond and verify no patient/need on any Priority 1-3.

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