

	A07 - WHO TO CALL (CLINICAL SUPPORT)	
	POLICY & PROCEDURE	
Version date: 2024-01-14	Effective Date: 2024-02-13 (0700)	

HSC PAGING: 204-787-2071	ST. BONIFACE PAGING: 204-237-2053
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<ol style="list-style-type: none"> 1. TRAUMA SUPPORT: A paramedic will contact the Medical Transportation Coordination Center (MTCC) and request on-line trauma support (OLTS) for any of the following: <ul style="list-style-type: none"> • Required authorization for EMR or PCP to discontinue resuscitation of a traumatic cardiac arrest patient (F02.x). • Destination direction for transporting a traumatic cardiac arrest patient with ROSC, or if transporting without ROSC (F02.x). • Authorization to bypass for a patient meeting major trauma bypass criteria, and trauma team activation (TTA) when transporting directly to Provincial Trauma Center (B04.x). • Delegation to vary a standing medication order (for major trauma patients only). 2. MEDICAL SUPPORT: A paramedic will contact MTCC and request on-line medical support (OLMS) for any of the following: <ul style="list-style-type: none"> • Required authorization for EMR or PCP to discontinue resuscitation of an adult patient (C01, C02). • Required authorization for EMR, PCP, or ICP to discontinue resuscitation of a pediatric patient (C01, C02). • Delegation to vary a standing medication order. • A direction in a care map specifically directs you to consult OLMS. • A minor patient is refusing treatment and/or transport without an adult custodian present or available (A05). • A patient or their proxy is requesting transport to a specific destination for medical reasons without a documented pre-approved destination for this patient (B01). • A hospital has reduced its emergency department (ED) services (B02). • Before the interfacility transport (IFT) of a patient in labor (D01.2). • As soon as possible, all prehospital deliveries, newborn resuscitations, and obstetrical emergencies (section D). 3. A paramedic may contact MTCC to consult OLTS or OLMS at any time for clinical or destination direction, advice, or support. 4. CODE-STEMI: For a patient with an ST-segment elevation myocardial infarction (STEMI), a
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paramedic will contact MTCC, request the name of the Code-STEMI physician on call, and then contact them directly (E04).

5. **ACUTE STROKE:** For a patient with an acute stroke who meets the criteria for transport to the comprehensive stroke center (HSC), a paramedic will call HSC paging (204-787-2017) and request to speak to the stroke neurologist on call for a “stroke-25 outside call” (E15).
6. **LVAD:** For a patient with a left ventricular assist device (LVAD), a paramedic will call St. Boniface Hospital paging operator (204-237-2053) and request to speak to the **VAD coordinator** on call (C08).

LINKS

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| <ul style="list-style-type: none"> • A05 – Refusal • B01 – Standard Destination • B02 – Transport Advisory • B04.1 – Trauma Destination (IERHA & SHSS) • B04.2 – Trauma Destination (PMH) • B04.3 – Trauma Destination (NRHA) • C01 – Basic Cardiac Arrest • C02 – Advanced Cardiac Arrest • C08 – LVAD • E04 - ACS / STEMI • E15 - Stroke • F02.1- Basic Trauma Arrest | <ul style="list-style-type: none"> • F02.2 - Advanced Trauma Arrest • D01.1 Labor Primary Transport • D01.2 – Labor IFT • D02 – Delivery • D03 – Newborn Resuscitation • D04 – Umbilical Cord Prolapse • D05 – Shoulder Dystocia • D06 – Incomplete Breech / Hand • D07 – Frank / Complete Breech • D08 – PPH • D09 – Preeclampsia / Eclampsia |
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APPROVED BY



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VERSION CHANGES (refer to X01 for change tracking)

- New (replaces A02)