



Monroe Livingston Region Program Agency


Division of Prehospital Medicine, University of Rochester

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To: All EMS Providers

From: Jeremy T. Cushman, MD, MS, EMT-P 
Regional Medical Director

Date: October 1, 2010

Re: Advisory 10-15: Contacting Medical Control

All EMS agencies and providers are requested to communicate patient care information to the Medical Control phone of the respective Emergency Department. Pediatric Medical Control is to be contacted for patients 18 years of age or younger whose destination is URMC – Strong, and for patients 21 years of age or younger whose destination is Rochester General. The following are the area's Medical Control numbers:

Lakeside Medical Control	585-637-4004
Rochester General Hospital Adult Medical Control	585-338-3367
Rochester General Hospital Pediatric Medical Control	585-338-1014
Unity Medical Center/Park Ridge Medical Control	585-723-7070
URMC – Highland Medical Control	585-341-6444
URMC – Strong Adult Medical Control	585-271-2769
URMC – Strong Pediatric Medical Control	585-756-3430

The EMS provider in charge is encouraged to contact the appropriate Medical Control and provide information directly to the physician or communications nurse, particularly when requesting orders or notifying the ED of a critically ill patient. Physician orders may only be obtained by direct provider to physician communication.

At this time, Lakeside, Highland, and Unity are requesting notification via 155.340 to assist in placement and bedding of stable, inbound EMS patients.

Should the provider be unable to establish direct communication with the Medical Control Physician due to patient care responsibilities, they may have their dispatch center relate relevant patient information for critical patients by calling the respective Medical Control Phone. ***No EMS communication is to be routed by calling the charge nurse, communications nurse, triage nurse, or other emergency department phone number.*** Key information that should be related through the Medical Control phone includes the following:

1. Agency Name
2. Estimated Time of Arrival
3. Patient Age and Gender
4. Chief Complaint or Mechanism of Injury
5. Location of Injuries (If applicable)
6. Heart Rate and Blood Pressure
7. Whether the patient is intubated or on CPAP
8. Estimated weight

This information is vital to ensure appropriate resources are mobilized prior to the arrival of a critical patient and your assistance is greatly appreciated.