

REMAC ALS Patient Care Restriction Policy

March 2012

Purpose

1. To protect the public by preventing a REMAC certified paramedic from providing ALS patient care within New York City when their Agency Medical Director has placed him/her on a patient care restriction.
2. To ensure REMAC certified paramedics have a process to resolve a prolonged REMAC patient care restriction.

Definitions

1. **Patient Care Restriction** – All ALS agency Medical Directors may place a provider on a '*patient care restriction*' when he/she has a concern regarding the Paramedic's ability to provide appropriate medical care. This 'restriction' prevents the Paramedic from working on that agency's ambulances until remediation or re-education is achieved. A restriction should not be placed for purely disciplinary reasons or operational issues. Patient Care Restrictions may limit a Paramedic from providing ALS care (i.e., can still work on a BLS ambulance) or any care (i.e., may not work on an ALS or BLS ambulance).

Non-patient care related restrictions may be placed upon a provider within an ambulance agency by a supervisor for many job-related reasons (e.g., lateness, uniform issues, drivers' license restriction, etc). For purposes of this policy, a patient care restriction refers to those placed by a Medical Director for a patient care concern.

2. **REMAC Patient Care Restriction** – A Patient Care Restriction' which temporarily suspends the paramedic's regional advanced life support certification and thereby prevents the paramedic from providing ALS care within New York City.
3. **Prolonged Restriction** – A patient care restriction that remains continually in effect for more than 30 days.
4. **Medical Case Review (MCR)** – A confidential review of a REMAC Patient Care Restriction.

Procedure for REMAC Patient Care Restrictions

1. The agency Medical Director must notify REMAC of all prolonged restrictions. If the provider has been terminated due to the patient care restriction the Medical Director shall notify REMAC at that time.
2. Upon receiving such notification, the REMAC staff will confirm with the ALS agency the paramedic's information and the nature (reason, cause) of the Medical Director's patient care restriction.
3. Once confirmed, REMAC staff will issue (via email) a REMAC Patient Care Restriction Notice to all ALS agencies.

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4. All Medical Directors are required to honor the REMAC Patient Care Restriction within their agency.
5. Immediately upon resolution of the issue, the restricting agency will notify REMAC staff, who will notify all ALS agencies that the REMAC Patient Care Restriction has been lifted.
6. All REMAC Patient Care Restrictions will be reviewed at each REMAC/REMSCO QA Committee meeting.

Procedure for Paramedic Appeal of a REMAC Patient Care Restriction

1. Agency Medical Directors are responsible for providing or arranging for remediation or re-education for providers for whom they have placed a patient care restriction.
2. If a Medical Director determines that the paramedic can not be remediated or if the paramedic no longer works under that Medical Director (e.g., no longer employed by that ambulance agency), then the REMAC Patient Care Restriction shall remain in effect.
3. A Paramedic may appeal a REMAC Patient Care Restriction directly to the REMAC/RESMSCO QA Committee by submitting a written request to the Chair of the QA Committee.
4. Within 30 days of the request for appeal, the QA Committee will convene and conduct a Medical Case Review.
5. The QA Committee may request copies of all related documentation, including the prehospital patient care report, hospital records, statements of providers or bystanders, etc. The QA Committee may invite the paramedic, agency Medical Director, the patient, or others to appear.
6. The QA Committee may pursue one of several options after hearing the appeal: (1) lift the REMAC Patient Care Restriction, (2) Require the provider to obtain appropriate remediation or re-education before lifting the REMAC Patient Care Restriction, or (3) revoke the REMAC certification.
7. QA Committee members with a potential conflict of interest shall be recused from the vote.
8. If the QA Committee votes to revoke a paramedic's NYC REMAC certification, a letter advising of this action will be sent to all ALS Agencies and the New York State Department of Health's Bureau of Emergency Medical Services.
9. If the QA Committee votes to remove the REMAC Patient Care Restriction, all ALS Agencies will be notified.
10. Any agency Medical Director may maintain a patient care restriction on the provider within his or her agency even if the REMAC Patient Care Restriction has been lifted.