

**Policy and Procedures**

*Title:* Patient cannot be Located

*Date issued / last revision:* September 1, 2002

*Date effective:* Immediately

## Patient cannot be Located

*Statement:*

Cooperstown Medical Transport, Inc. (CMT) is outlining the responsibilities of field providers if placed in the given situation.

*Purpose:*

To ensure compliance of CMT with NYS DOH part 800.21.12.i, and limit the liability of CMT

*Scope:*

This policy applies to all employees, full time, part time, interns and observers.

*Policy:*

1. It is the policy of CMT that when an EMS crew arrives on the scene and they are unable to locate a patient the following criteria will be followed:
  - a. Confirm the address and the calling / reporting party from CMT's dispatch center.
  - b. Have dispatch call back the reporting party if necessary.
  - c. Perform a reasonable search of the immediate area.
  - d. If applicable, refer to *Entry cannot be Gained* policy
2. If the patient is still not found:
  - a. Return to service.
  - b. Document the following on the PCR:
    - i. The alleged location of the call
    - ii. The response times
    - iii. All efforts taken to find the patient
    - iv. The fact that the patient was not located