



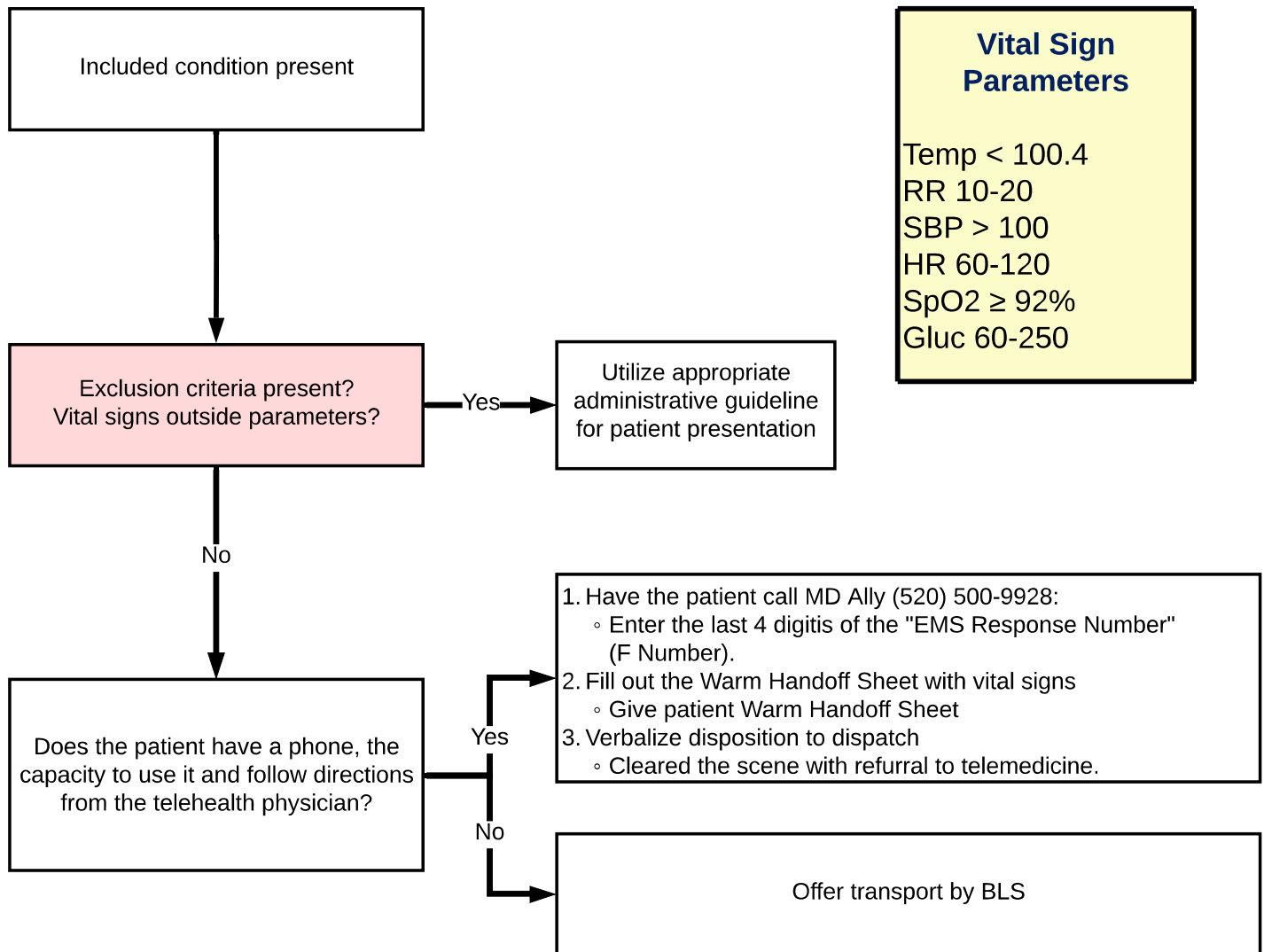
Included Conditions

Minor infections (e.g. a runny nose, dysuria)
 Minor burns or injuries without active bleeding
 Medication refills
 Environmental exposure without symptoms
 Choking episode, now resolved

Insect sting or bite without anaphylaxis
 Seizure aura
 Elevated blood pressure without symptoms
 Elevated blood glucose without symptoms

Exclusion Criteria

- Any vital sign outside of range
- Concerns for intoxication or withdrawal
- Need for IV or medication administration by EMS



***** IMPORTANT: *****

All patients have the right to evaluation and transportation to an emergency department.



Education/Pearls

Prehospital emergency care includes emergent, urgent, and routine calls. Not all patients who call 911 require hospital resources and instead may benefit from community resources, including visiting their primary care physician, social resources, or other safety net programs. This Treat and Refer guideline intends to provide patients with complaints that may be managed by a computer partner, MD Ally.

MD Ally

MD Ally is a private organization that provides telehealth consultation for patients. They are staffed by physicians around the clock and can assist with patients' health or mental health concerns. They cannot provide in-person medications and are not meant to replace treatment otherwise outlined in the administrative guidelines.

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EMS Run Number

The number required to connect to MD Ally sheet is the "EMS Run Number."
This is different for each agency:

- TFD: **F number:** FXXXXX1234

Enter only the last 4 numbers

Process

- Patients who report an included condition, meet the vital sign parameters, and have no exclusion criteria meet the criteria for MD Ally telehealth services.
- MD Ally services require a functional phone; any patient without such resources cannot be eligible.
- Pediatric patients are eligible if they are accompanied by their consenting parent or legal guardian.
- Please talk the patient through the use of MD Ally, initiate the call with the patient, and leave with them the MD Ally handout and warm handoff sheet. Answer any questions the patient may have to prevent immediate re-contact of EMS.
- The patient may decline these services. **Any patient has the right for evaluation and transport to an emergency department.** If a patient declines telehealth services, proceed through usual treatment/transport or refusal processes.
- Some patients may require additional assistance accessing the phone service. For patients who may require additional assistance, remain on scene and discuss the patient's care with the answering physician.
- When documenting this process, use the outcome: "Treat and Refer to Telehealth"
- When leaving scene, **please notify dispatch**, so CAD notes may be added about the patient's outcomes. If a BLS transport is requested after TFD departure, CAD notes will be used to rollover calls to AMR.

MD Ally:
(520) 500-9928