

# Southern Illinois Regional EMS System

## B-17 RENDERING EMERGENCY CARE OUTSIDE OF A PROVIDER'S RESPONSE AREA

- Providers are responsible for rendering emergency care in their response area as indicated on the provider's response map on file with the Department.
- Providers will not respond to a call outside their response area:
  - If the caller specifically requests an emergency response from a provider outside of their response area, the requested agency will call the provider responsible for that response area and notify them of the situation.
- Providers may respond to an area outside of their response area only if requested by the provider responsible for that area.
  - Situations include disaster situations/mass casualty incidents, mutual aid requests, and/or emergencies on the borders of a response area.
- Complaints regarding non-compliance of system providers shall be directed to the EMS Coordinator of the Resource Hospital.
  - Providers that do not comply with these protocols will be reported to the Regional EMS Coordinator and/or Department.
- If a provider is returning to their response area after call and presents upon an emergency situation, the provider may stop and render assistance at the scene at the level of their training.
  - The scene provider will turn over care of the patient to the provider responsible for the area.
  - If the area provider is a lower level of care:
    - The higher level of care responders may assist transport of the patient as outlined in the "In Field Service Level Upgrades/Dual Response" policy.