

**Delaware Health and Social Services  
Division of Developmental Disabilities Services  
Community Services/Adult Special Populations**

Title: Emergency Medical Response

Approved By: \_\_\_\_\_

  
Division Director

Written/Revised By: DDDS Policy & Records Committee

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**I. PURPOSE**

To establish guidelines for responses to medical emergencies.

**II. POLICY**

To provide prompt responses for individuals experiencing a medical emergency.

**III. APPLICATION**

All DDDS Community Services and Adult Special Populations employees and contractors (to include Shared Living Providers)

Contracted residential and day program providers

**IV. DEFINITIONS**

- A. Advanced Health Care Directives- written instruction given by a mentally competent person regarding health care services to be received or not received in specific situations and/or the execution of a power of attorney for health care when the individual is no longer mentally competent.
- B. Do Not Resuscitate (DNR)- A specific direction given within the Advanced Health Care Directive or a specific health care decision given by a legally authorized surrogate, to withhold treatment (*DE Code, Title 16, Sections 2503 and 2507*).
- C. Emergency Care and Support Measures- Those responses as specified in the American Red Cross (ARC) or American Heart Association (AHA) Adult Heartsaver CPR training, ARC or AHA Adult Heartsaver CPR/AED training and AHA or ARC Basic First Aid training.
- D. Emergency Medical Services Personnel- Includes but is not limited to ambulance attendants, emergency medical technicians, paramedics and health care professionals.
- E. Emergency Medical Services System (EMSS)- A statewide system which provides for the utilization of available personnel, equipment, transportation and communication to ensure effective, coordinated delivery of medical care in emergency situations. Activation of the EMSS is accomplished by utilizing the statewide communication system. (*Delaware Code, Title 16, Chapter 97*).

- F. Health Care Professionals- Professionals who are licensed to diagnose and/or treat medical issues.
- G. Hospice- A home based program or facility that provides care for persons who are near the end of life. Often referred to as "palliative" or "supportive" care, hospice care emphasizes the management of pain and discomfort and the emotional support of the patient and family.
- H. Medical Emergency- Any life threatening situation or condition including but not limited to difficulty or absence of breathing, absence of pulse, loss of consciousness, chest pain, prolonged or multiple seizures, head injury, severe bleeding, airway obstruction (choking), shock, stroke or signs of medical distress.

**V. STANDARDS**

- A. A written list of emergency services telephone numbers shall be posted and maintained next to the telephones in all residences and day programs. The list shall minimally include contact telephone numbers for police, fire and ambulance services (911), poison control, primary care physician(s), local hospital emergency room and DDDS Community Services/Adult Special Populations (CS/ASP) on-call emergency contact system.
- B. Individual's health information shall be maintained in the residence and day program of the individual via Therap and/or the COR or the Shared Living Provider's Notebook. This information shall minimally include the individual's full name, date of birth, social security number, medical insurance numbers, Advanced Health Care Directive and Do Not Resuscitate Order (DNR) as applicable, primary contact person, names and contact numbers of primary and specialty health care professionals, medical conditions and diagnoses, food and drug allergies, current medications and the names of the assigned DDDS CS/ASP case manager and nurse consultant.
- C. The development of an Advanced Health Care Directive and DNR shall be implemented only in accordance with Delaware Code, Title 16, Chapter 25.
  - a. The Division of Services for Aging and Adults with Physical Disabilities and the Public Guardian shall have oversight over any advance health-care directive executed for people who live in a home that is licensed pursuant to DE Code Title 16, §1102. An advance health-care directive shall have no force nor effect if the declarant lived in a home that is licensed pursuant to De Code Title 16, §1102 at the time the advance health-care directive was executed unless one (1) of the witnesses was a person designated as a patient advocate or ombudsman by either the Division of Services for Aging and Adults with Physical Disabilities or the Public Guardian.
- D. Individuals with an Advanced Health Care Directive, DNR or under the care of Hospice shall have their wishes honored as it relates the degree with which medical services/comfort shall be provided.

- E. The location of the Advanced Health Care Directive, DNR document and Hospice agreement shall be known by all staff, easily accessible and provided to the emergency responder(s) or health care service professional, in a medical emergency.

**VI. PROCEDURES**

<b>Responsibility</b>	<b>Action</b>
<b>Resondent to a medical emergency including:</b> DDDS Staff Provider Agency Staff Shared Living Providers	<b>In response to a medical emergency:</b> 1. Immediately activates the EMSS by telephoning 911. Provides 911 operator with requested information. 2. Provides emergency care and support measures, unless otherwise directed by active Hospice Agreement, DNR or Advanced Directive, in accordance with AHA/ARC standards, until relieved by EMS personnel. 3. Activates the emergency on-call system (notification) in accordance with the DDDS CS/ASP emergency on-call policy. 4. Provides current individual specific information (example: Emergency Data Form) and current requested health information (example: Medication Administration Record and Nursing Assessment) to the emergency medical responder and/or treating medical facility.
Designated DDDS Staff (for Shared Living) Designated Provider Agency Staff	5. Provides necessary health information to appropriate medical facility. 6. Notifies individual’s primary contact person of emergency medical treatment. 7. Documents medical emergency situation in the individual’s T-Logs and a General Event Report (GER).
DDDS Nurse or Contracted Agency Nurse	8. Obtains medical updates on individual’s health condition. 9. Coordinates the individual’s continuity of care.

**VII. REFERENCES**

- A. Community Services/ Adult Special Populations policies: Emergency Contact System and Training Policy for DDDS Employees and Contractors
- B. Delaware Code, Title 16, Section 2503 and 2507

**VIII. EXHIBITS**

None