

**OKALOOSA COUNTY  
EMERGENCY MEDICAL SERVICES  
STANDARD OPERATING PROCEDURE**

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**Title:** Medical Director Contact  
**Policy:** 510.00  
**Purpose:** To ensure the Medical Director is kept apprised of all significant medical issues and incidents.

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**Policy:**

If any of the following events occur, the Shift Commander will request contact with the Medical Director:

1. Mass Casualty Incidents.
2. Any untoward outcome of a patient.
3. All injuries and/or death to EMS, Fire and Law Enforcement personnel while on duty.
4. All incidents involving employees under the influence of drugs or alcohol.
5. Any incident involving a verbal or physical confrontation with any doctor, nurse or hospital employee directly related to patient care, transport or delivery to a hospital or nursing home facility.
6. Any deviation from protocol as determined by the Shift Commander.
7. Anytime the Medical Control Physician issues orders that directly conflict with the standard of care or our protocols.

**Accountability and Compliance:**

1. The on-duty Shift Commander is responsible for ensuring that proper notification of the Medical Director is made utilizing the above standards.

Policy #: 510.00  
CAAS: 201.01.01  
Author: Bailey  
Reviewed: Leadership  
Approved: Leadership  
Status: Active  
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