

CENTRAL CALIFORNIA EMERGENCY MEDICAL SERVICES

A Division of the Fresno County Department of Public Health

Manual	Emergency Medical Services Administrative Policies and Procedures	Policy Number 314 Page 1 of 2
Subject	Receiving Hospital Liaison Nurse	
References	Division 2.5 of the Health and Safety Code	Effective 01/01/2024

I. POLICY

An ambulance receiving hospital is a non-base hospital approved to receive prehospital ambulance patients. Each facility shall designate a Receiving Hospital Liaison Nurse to act as a hospital contact and liaison with ambulance providers, first responders, and base hospitals and shall be responsible for coordinating the hospital's interaction with the EMS System.

II. PROCEDURE

The Receiving Hospital Liaison Nurse is responsible for the following:

A. Coordination of EMS Processes

1. Participates in the EMS system's quality improvement program by receiving and responding to EMS quality assurance reports. Identifies and reports prehospital care problems to the local EMS Agency utilizing the Continuous Quality Improvement (CQI) format set by EMS.
2. Maintains an operational field-hospital radio communication system reflecting the requirements set forth by the Federal Communications Commission and in conjunction with the local EMS Agency.
3. Work with the hospital medical records department to maintain a medically and legally proper system for documentation and storage of EMS transmissions of field runs, all prehospital care reports (PCR), and hospital run forms.
4. Maintains a log of all prehospital or EMS calls.
5. Identify receiving hospital needs and develops plans for solutions.
6. Establishes and implements orientation for emergency department physicians, nurses, and other appropriate personnel on the EMS system and changes in EMS policy or processes.

B. Interagency Communications

1. Coordinates communication between the hospital and the EMS Agency.
2. Assists the EMS Agency in policy and procedure development and implementation, as needed.

Approved By EMS Director	Daniel J. Lynch (Signature on File at EMS Agency)	Revision
EMS Medical Director	Jim Andrews, M.D. (Signature on File at EMS Agency)	

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3. Serves as the hospital liaison with ambulance providers, first responders, and base hospitals.
4. Attends EMS meetings relating to quality improvement and prehospital care as necessary:
 - (a) Attends and is a member of the EMS Regional Hospital Advisory Committee.
 - (b) Attends and is a member of the Emergency Medical Services Operations Committee (EMSOC).
5. Assists in the use and maintenance of StatusNet, which is the regions hospital-to-hospital communications system