



## **MEDICAL CONTROL POLICY STATEMENT/ADVISORY**

**No.** 2021-06  
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*Office of the Medical Director*

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### ***Reporting of Repetitive Patients***

#### **ALL EMS PROVIDERS:**

The STMCA is working on addressing repetitive patients that abuse the 911 system. A new procedure will be put in place to allow for improved reporting and documentation to ensure these patients are addressed appropriately.

#### **Identifying Repetitive Patients**

When a crew member has treated or transported a patient multiple times over a short time, they will notify their supervisor of the patient.

#### **Reporting of a Repetitive Patient**

Once a repetitive patient has been identified to the supervisor, they will need to identify, with specific dates, the number of responses. Once this information is gathered, it can be sent to [STMCA@cmich.edu](mailto:STMCA@cmich.edu) for further review.

#### **Addressing Repetitive Patients**

Once a repetitive patient has been reported and reviewed by the MCA, any decisions and actions regarding further treatment and transports of the patient will be forwarded to the reporting agency. They will also be forwarded to any agencies that will be involved in that patients care.

Any and all other system concerns can still be reported to the MCA directly.

If you have any questions do not hesitate to reach out to us.