

**CCEMS
OPERATIONS POLICY 100-07
FAMILY IN VEHICLE**

I. PURPOSE

- 1.1 To establish a standard policy for family riding with patients in CCEMS vehicles.
- 1.2 To assure that all medical crew are consistent with the decision-making process for family accompanying patients in the vehicle.

II. POLICY


- 2.1 The decision to allow family members to ride in the CCEMS vehicles will be made collectively by all crew members involved in the transport.

III. PROCEDURE

- 3.1 Requests for family to accompany patients in the vehicle will be decided on a case-by-case basis. There is no immediate answer until the crew arrives on-scene and an assessment of the situation is completed.
- 3.2 If the request is made to Central Dispatch, they will respond by explaining that the crew will make the decision after the crew arrives on-scene. There are too many factors that will determine the eligibility for a family member to ride in the vehicle for that decision to be made over the phone.
- 3.3 The crew will collectively make the decision to allow a family member to accompany the patient in the vehicle. Family will be defined as any relative of a patient who may be able to assist the patient on arrival at the destination. There will never be a decision made by either crew member independent of the other until both can discuss the options.
- 3.4 Factors which may affect the decision could include weather conditions, emotional status of the family member, condition of the patient, etc. All possible factors should be discussed by all involved during the decision-making process.
- 3.5 If it is decided that a family member should accompany the patient, the driver will be responsible for taking the family member to the squad and briefing the person for safety purposes. Typically, family members will only be permitted to ride in the front of the ambulance; however, there are exceptions to this rule. (Ex: Crew determines that keeping a parent in the back with their small child is more beneficial than placing them in the front.) If both crew members determine to place a family member in the back of the ambulance, the parent and child must be secured separately. **CCEMS strictly prohibits parent and child riding together on the cot, as there is no possible way to secure parent and child together.**
- 3.6 When the family member is accompanying the patient, the crew must be aware that the family will hear all conversations. As such, discussion about the patient's condition must be discrete if in a negative connotation.
- 3.7 When giving report to the receiving facility, the crew member giving the report should advise the receiving facility that a family member is accompanying the patient so they can assist in getting the family member settled on arrival.
- 3.8 The decision on family accompaniment will always be based on the safety of the crew, the patient, and the family member. If there are any indicators that the family member

should not be in the vehicle due to emotional, physical, or other considerations, then it must be politely explained to the patient, the family, and the sending facility when applicable. Simply state that the crew feels it is in the best interest of the patient that the family member not accompany the patient.

- 3.9 If there is a need to refuse transport of a family member, this will be documented on an "Unusual Occurrence Form" SOP 100-06 (Attachment A) in the event of future questioning by family or facilities. This report should be forwarded to a member of the leadership team.

Director: 

Effective: 7-31-08

Reviewed: _____

Revised: _____