



ALLEGAN COUNTY MEDICAL CONTROL, INC.

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Allegan County Medical Control Authority (ACMCA) announces the introduction of a new “Telehealth and Stationary Treatment of Low Acuity Patients During COVID-19 Outbreak” protocol for Allegan County Emergency Medical Services (EMS) providers. The protocol has also been adopted by the other eight counties in Region-5: Barry, Berrien, Branch, Cass, Calhoun, Kalamazoo, St. Joseph, and Van Buren.

The protocol will allow persons who call 9-1-1, with a specific list of low acuity medical concerns, to have a virtual face-to-face consultation with an Emergency Department (ED) physician and, when appropriate, be able to remain safely in their homes.

Dana Yarger, Barry County MCA Coordinator shares, “the goal of the protocol, which is a new model for EMS delivery and for the individuals they serve, is to keep people home and out of the ED”.

‘It allows us to enhance everyone’s safety – both the patient and the public,’ states emergency medicine physician, Dr. Matthew Scarff.

EMS crews will use an application on their electronic devices through which they can safely & securely share patient information and speak to an on-call ED doctor. Patients will also be able to see and speak with the physician to determine the best course of treatment.

Yarger adds, ‘we realize it will be a shift in what people who call 9-1-1 are used to. Our hope is that they see that when they are advised to stay home that it is the best thing for them and everyone else.

Dr. Scarff adds, ‘this type of protocol is important as we evolve and adapt to not only the COVID-19 pandemic but also the ever-changing world of emergency medicine and prehospital care. This kind of innovation will allow us to continue to provide the best care...now and into the future.’