



Contra Costa County Operations

Patient Focused - Customer Centered - Caregiver Inspired

SOP# 213 Law Enforcement Requests For Information Effective: January 1, 2010 Updated: May 1, 2016	Approved By: Michael Johnson Regional Director
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A. Purpose

The purpose of this policy is to establish standards related to employee(s) contact with law enforcement, fire and other professional allied personnel and is intended to clarify the process and minimize the possibility of conflict or unnecessary liability.

B. Policy

It is the policy of American Medical Response (AMR) that full cooperation is to be given to all allied agencies.

C. Law Enforcement Request for Information or to Interrogate AMR Employees

1. Employees may immediately provide information to a Law Enforcement Agency if that information is needed to locate a victim or fugitive.
2. If a Law Enforcement Agency/Court Officer requests a copy of a Patient Care Report (PCR), they are required to go through proper channels:
 - a. The employee will inform the requesting agency to contact the Contra Costa County Operations Manager during business hours.
 - b. The Contra Costa County Coroner is entitled to the PCR of all deceased patients examined by AMR employees
3. If a Law Enforcement Agency/Court Officer requests to speak to an AMR employee or crew, they must go through the Supervisor:
 - a. The employee will inform the requesting agency to contact the AMR Supervisor.
 - b. In the event of the request is urgent and law enforcement refuses to coordinate through the Operations Manager or law enforcement is "at the door" with the employee/crew, the employee/dispatcher will:
 - i. Immediately contact the Supervisor.
 - ii. The Supervisor will respond to intervene.
 - iii. The employee/crew will advise law enforcement that the Supervisor is on the way to speak to them and provide an ETA.
 - iv. The employee/crew will not discuss the circumstances of the response or submit to interrogation until given further instructions.

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4. If a Law Enforcement Agency/Court Officer detains an AMR employee or crew:
 - a. The employee will contact the Supervisor ASAP.
 - b. The Division Captain will respond to intervene.
 - c. The Division Captain will notify the Manager on Call as soon as is practical.

D. Enforcement of Policy

1. Violations of this policy are subject to corrective action up to and including termination of employment.

American Medical Response Contra
Costa County Operations Standard
Operating Procedure #213