



MCFRS Mobile Integrated Health

Vulnerable Adult and EMS Super User Referral Guide



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Who is the MIH Team?



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What is a Vulnerable Adult?

LACK CAPACITY

MUST lack the physical and/or mental capacity to provide for their daily needs

ABUSE

Physical injury to a vulnerable adult as a result of cruel and/or inhumane treatment

NEGLECT

Willful deprivation of adequate food, clothing, medical treatment, rehabilitation therapy, shelter or supervision

- Self-neglect
- Exploitation

*Vulnerable Adults require an APS referral





When do I refer patients to MIH?

- High Utilizers/EMS Super User
- If you feel that your patient would benefit from, or if they require additional welfare follow up and/or care coordination

A patient doesn't need to be an EMS Super User to qualify





What is an EMS Super User?

Technical definition is four (4) or more 911 calls in any 30-day period for medical or service-call related assistance

A patient may qualify if you find yourself running them frequently for low acuity 911 calls. Someone can be referred the first time we encounter them if they need additional assistance. When in doubt: Refer them!





How do I refer patients to MIH?

- EMeds
- Fire App
- Calling the MIH Team
- Sending an encrypted email





What happens after a referral?

- When the MIH team receives your referral, we investigate the call history and health background of the patient. We reach out to the patient and their care team and try to coordinate care to resolve the issue
- If there is incomplete information in your referral or report, MIH will reach out to the clinician to gather more details. **Be as specific as possible** in your reports and referrals!
- Patients with capacity have the right to refuse MIH involvement and sometimes exercise that right.
- The team will usually try and update the clinician with information as it is available. If you don't receive an update- there may not be developments yet, or the patient may not be eligible or consenting to the program
- If you keep running a patient you've referred and they still meet the criteria, continue to refer them. The more information the better!





How do I refer patients to MIH?

eMeds

The screenshot displays the eMeds software interface. On the left is a navigation menu with categories like Dispatch, Call Info, Patient, Provider Actions, Transport, Narrative etc..., Signatures, *Billing, Opioid Crisis, and COVID-19. The main area is titled 'Narrative' and contains several questions with input fields:

- Question: "Did you designate this patient as 'direct to triage?'?" with 'Yes' and 'No' buttons.
- Question: "Was this patient placed in triage following program guidelines?" with 'Yes' and 'No' buttons.
- Question: "If the charge nurse did not concur with your designation of Direct to Triage, please indicate a reason:." with options: "Charge Nurse believed the patient was not appropriate for the waiting room", "The patient received a bed in the ED right away (despite being appropriate for DTT)", and "Other reason".
- Question: "If not selected for the Alternative Destination Program, please provide the reason:." with a "Find a Value..." search field.
- Question: "Does this patient require a welfare follow up from the MCFRS Mobile Integrated Health Team?:" with a blue "Yes" button.

Two red arrows point to the "Yes" button for the second question and the blue "Yes" button for the fifth question. The bottom status bar shows "No Patient Name Entered", "-35 Validation", a menu icon, and "Status: In Progress".





How do I refer patients to MIH?

eMeds

Montgomery Cnty - MIH Referral - 2021.03.10
Worksheet

Crew Member: [Dropdown] Date: 3/17/2021 Time: 09:47

OK Cancel Delete

Make sure to add your name and date

Referral Criteria

Of the conditions listed below, select any that apply to the patient being referred to the MIH Program:

Frequent falls	Inappropriate use of 911	Lack of resources	Neglect or abuse by family member/caregiver (APS)
Mental Health concerns	Medication management concerns	Lack of housing	Unsafe living conditions
Self neglect (APS REPORT REQUIRED)	Slip/ trip/ fall hazards present	Substance abuse/Alcohol abuse	Other

Enter: **Answer all the questions and be specific in the worksheet AND your report**

Conditions present

If any of the additional following conditions are present, to your

Environmental			Inability of patient to
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How do I refer patients to MIH?

Fire App

Main Staff Inventory Narrative

To Incident  EMS Referral

Exit Logoff Account Activity Reports Incident Unit Intray Validate Lock

Unit

Unit Name: A703
Resource Type: BLS unit
Apparatus Use: Other
 Cancelled Enroute

Cancelled Date:
Dispatch Date: 10/15/2017 23:35:00
Enroute Date: 10/15/2017 23:37:00
Arrive Date: 10/15/2017 23:37:00
Enr Hosp Date: 10/16/2017 00:09:00
Arr Hosp Date: 10/16/2017 00:26:00
Clear Date: 10/16/2017 00:59:00
Action Taken: Provide basic life support (B) Transport person

Unit Report Status and Locked By

Required Fields: Incomplete
Locked by:
Date Time:
Hose Testing

Action Taken

Assistance: **EMS & Transport**

Fire Control or Extinguishment: Fires, Rescues & Hazardous Conditions
Information, Investigation & Enforcement: Other
Systems & Services:

Emergency medical services, Other	Provide advanced life support (ALS)	Provide basic life support (BLS)
Provide first aid & check for injuries	Transport person	

Once you have finished your unit report, you would click the **EMS Referral** button (as shown above this bubble, indicated by the red arrow).





How do I refer patients to MIH?

Fire App

Vulnerable Adult Referral Via Email

17-0000030 10/15/2017 23:35:00 A703

11200 LOCKWOOD DR ;MCG (ENCLAVE APTS)

Information About Yourself (STUDENT01,)

Station Assignment Shift Phone #

Email

Information About The Referral Subject

Name **Fill me in!**

Date Of Birth **Fill me in, too! (Don't just write "See report")**

Issue

As detailed as possible!

Note the form that loads (including CAD info at the top). While it is accessible from the unit report, it is not officially part of the FireApp report.

(Translation: It is not part of the public document and you do not need to worry about violating HIPAA.)





How do I refer patients to MIH?

Calling the MIH Team

Numbers in your Apparatus Phones under "MIH"

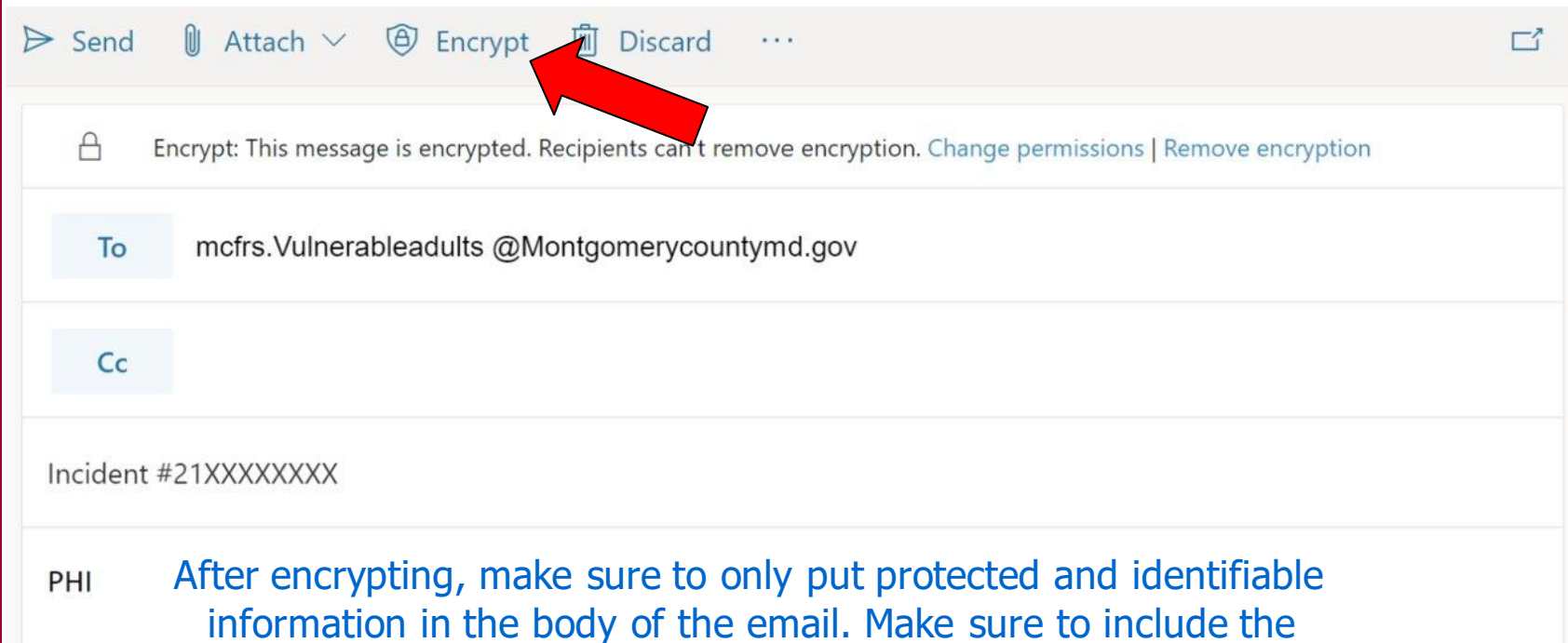
- Call during business hours
(M-F 0700-1700)
- Follow up with an encrypted email if no response





How do I refer patients to MIH?

Sending an encrypted email



PHI After encrypting, make sure to only put protected and identifiable information in the body of the email. Make sure to include the incident number so we can read the report and notes





What are my legal reporting requirements?

You are considered a "Mandated Reporter" for any and all cases of vulnerable and abused or neglected adults and children that you encounter

- Making an MIH referral does NOT absolve you of your requirement to report to APS or CWS (Child Welfare Services)
 - You still need to call APS or CWS if appropriate!
- Let MIH know you've made an APS or CWS referral and we can try to follow up





WHEN TO CALL ADULT PROTECTIVE SERVICES



MCFRS
MIH

MAKING THE CALL

MIH and APS are working closely together to make sure *your call counts. Better information leads to better outcomes!*

When contacting APS please provide:

- Patient Name
- Date of Birth
- Address
- Your contact information
- When you can be reached

EMS providers are mandated reporters. As a healthcare provider, you are legally required to ensure a report is made to APS based on the mentioned criteria.

Any questions may be sent to mcfrs.vulnerableadults@montgomerycountymd.gov



CALL APS IF...

Look at Living Conditions

- Fridge empty? Cabinets bare?
- Are utilities shut off?
- Unsanitary/dangerous living quarters?
- Self neglect?

Look at the Patient

- Poor personal hygiene?
- Can't account for injuries?
- Signs of malnutrition?
- Expired meds?
- Refused to take meds?

Relation with Caregiver

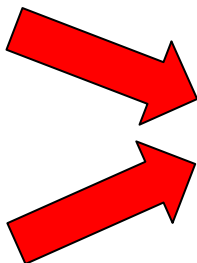
- Does patient feel safe at home?
- Is there physical abuse, sexual abuse, or neglect?
- Is there evidence of financial exploitation
- Is patient angry at caretaker?
- Is caretaker cold/distant?

APS can be reached 24/7 at:

240-777-3000

**Do not initiate report in front of patient, parent, or caregiver*

A Vulnerable Adult is defined as "a person aged 18 or over who lacks the physical or mental capacity to provide for her or his daily needs".





How do I make a Child Welfare Services referral?

**Montgomery County Department of Health
and Human Services**

Child Welfare Services

240-777-4417





Using the 'Repeat Patient' function

- Using the repeat patient function will load existing patient information for repeat patients. Check every time!



- It helps you, and it helps us!





Using the 'Repeat Patient' function

Repeat Patient Search

Search form with fields: First Name (Earl E.), Last Name (Byrd), DOB (MM/DD/YYYY), Gender, SSN (Exact), SSN (Last 4), Address, Apt #, Postal code, City, State.

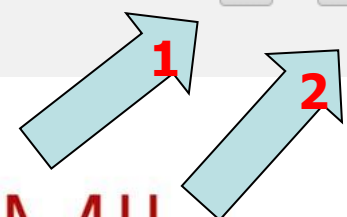
Search icon, 1 - 2 of 2, navigation arrows

Order By: First Name Ascending

Remove Patient From Incident

First Name	Last Name	Date of Birth	SSN	Gender	Patient Address	Last Picked Up Date	Program		
Someone	Else	Nothing Entered	999999999	Male	321 Any Street	03/22/2024 12:41:18	Nothing Entered		
Earl. E	Byrd	01/01/1990	8675309	Male	100 Edison Park Drive	03/21/2024 11:02:30			

Program: Frequent Falls/ Mobility Issues (Graduated), Lack of Resources (Enrolled)





Using the 'Repeat Patient' function

- When you download a repeat patient, you may also see MIH notes from an existing MIH patient in the Assessment section



This can only be seen if you use 'Download Repeat Patient'





Who can I bring to the Stabilization Room?

- Medically stable patients with a psychiatric diagnosis and/ or those with substance use disorders
- Those with a history of easily resolvable repeat ER admissions that can be addressed with crisis intervention
- Those seeking crisis intervention that don't need to go to the ER
- See [Maryland Medical Protocol](#) Section 14.3 for more information





What is the Stabilization Room?

- The Crisis Stabilization Room is a • 23-hour observation recliner program located at 1301 Piccard Drive, Rockville (at the Crisis Center)
- The program provides immediate, on-site mental health/substance-related crisis intervention services to support residents experiencing a behavioral health crisis in the community and will supplement the existing Crisis Center 24/7 walk in services and Residential Crisis Services beds
- Number can be found in Apparatus cell phones



Who can I NOT bring to the Stabilization Room?

- Active suicidal or homicidal ideation with a plan or lack of impulse control
- Those in need of inpatient hospitalization
- Those in need of skilled nursing care
- Elopement risk
- Medically unstable patients





What about other types of calls?

- **SNF and ALF outreach and complaints**

- http://www.montgomerycountymd.gov/frs-ql/ems/ql/nursing_home.html

- **Leave Behind Narcan**

- <https://sites.google.com/view/mcfrsnarcan/home/>

- **Patient follow up information**

- <https://mcfrs.jotform.com/form/92813882363969>

- **Car seat installations**

- <https://www.montgomerycountymd.gov/mcfrs-info/tips/parents/carseats.html>

- **Knox Box requests**

- <https://www.montgomerycountymd.gov/DPS/Resources/Files/FPCC/knoxletter.pdf>

- **Technology Service Requests**

- https://www.montgomerycountymd.gov/frs-ql/support/tech_request.html



Questions?



- Send an email to mcfrcs.VulnerableAdults@MontgomeryCountyMD.gov
- Call one of the MIH team members via the numbers in your apparatus phones
- Contact your EMS Duty Officer

