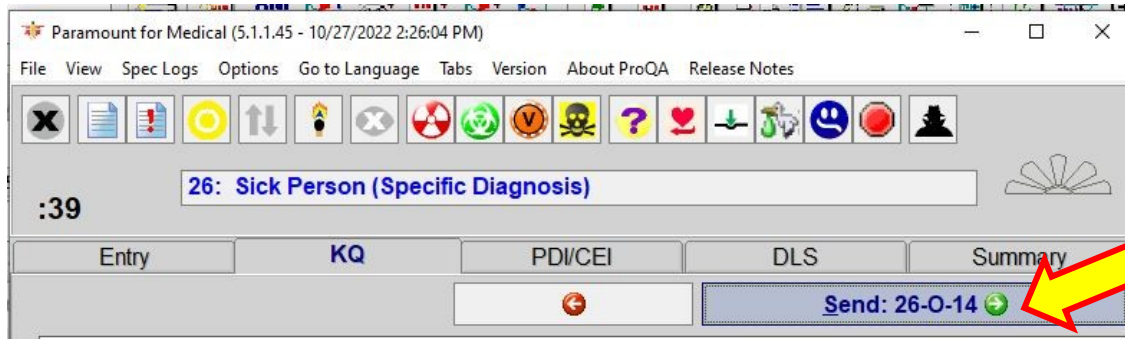


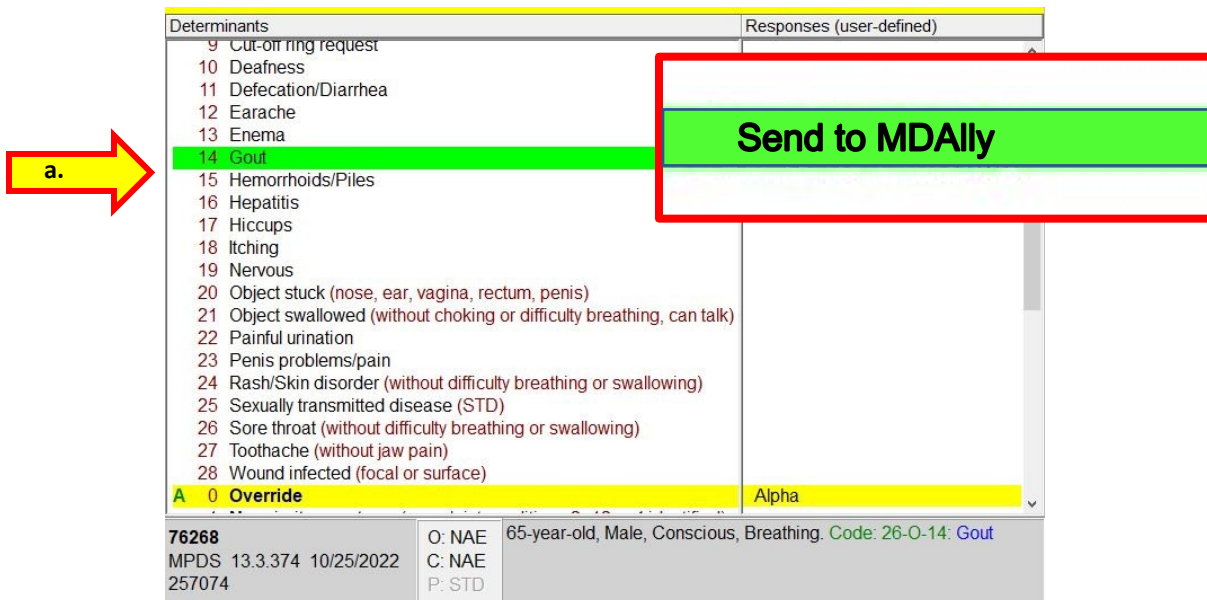
MD Ally Transfer Procedure

1. Process the call through EMD to the MPDS Send Point and send to CAD.



If the MPDS final code is one that is approved for transfer to MD Ally:

- a. The "Responses (user-defined)" column in MPDS will display "Send to MDAlly" highlighted in green.
- b. Once sent the MPDS final code will automatically convert to the "MDALLY – TRIAGE FOR MDALLY" event type in CAD.
- c. The ProQA spill in the CAD event remarks will display "Send to MDAlly" highlighted in yellow.
- d. The row in the Pending Events Monitor correlating to the MD Ally event will be highlighted in purple.



b. →

Type: **MDALLY - TRIAGE FOR MDALLY**

c. →

Patient Number: 1
 Dispatch CAD Code: 26O14
 Response Text: **Send to MDALLY**
 Determinant Level: Gout

76268
 MPDS 13.3.374 10/25/2022
 250884

65-year-old, Male, Conscious, Breathing Code: 26-O-14, Gout

2665 ORTIZ AVE, @LEE CONTROL, 239-555-5555

d. →

Event Type	Beat	Location	Loc Info
68A01	CCFD5	525 TROPICANA PKWY E CAPE_CORA	
MDALLY	GSA1N	2665 ORTIZ AVE FORT_MYERS: @EDC	test
26A00	FMFD	2665 ORTIZ AVE FORT_MYERS: @EDC	test
26A00	GSA1N	2665 ORTIZ AVE FORT_MYERS: @EDC	test

2. Verify all of the following MD Ally transfer criteria are met:
 - a. MPDS final code is one of approved for transfer to MD Ally.
 - b. The caller is a 1st or 2nd party.
 - c. The patient age is 1 year or older (MD Ally does not take patients less than 1 year).
 - d. The patient is NOT located in or at a public place.
 - e. The patient is NOT located at a medical facility (with the exception of independent living).
 - f. A "MEDICAL PROFESSIONAL" is NOT on scene nor was the patient told by a medical professional to go to the hospital.
 - g. The patient is NOT a **STARS** patient.
 - h. The caller's ECC is no higher than a "2"
 - i. No law enforcement response requested or required.
 - j. Hot Called Event but NOT YET Dispatched
 - **ALL** MD Ally transfer criteria are met, proceed to step 3.
 - Not ALL MD Ally transfer criteria are met, proceed to step 6.

3. If **ALL** MD Ally transfer criteria are met *including* the MPDS final code being one that is approved for MD Ally
 - a. **Do NOT** Read PD1a (“I’m sending the paramedics to help you now...”). This is very important as we don’t want to confuse the caller. Also be mindful of the type of reassurances you are providing.
 - b. Instead, read the MD Ally 911 Pro Virtual Care Transfer Script.

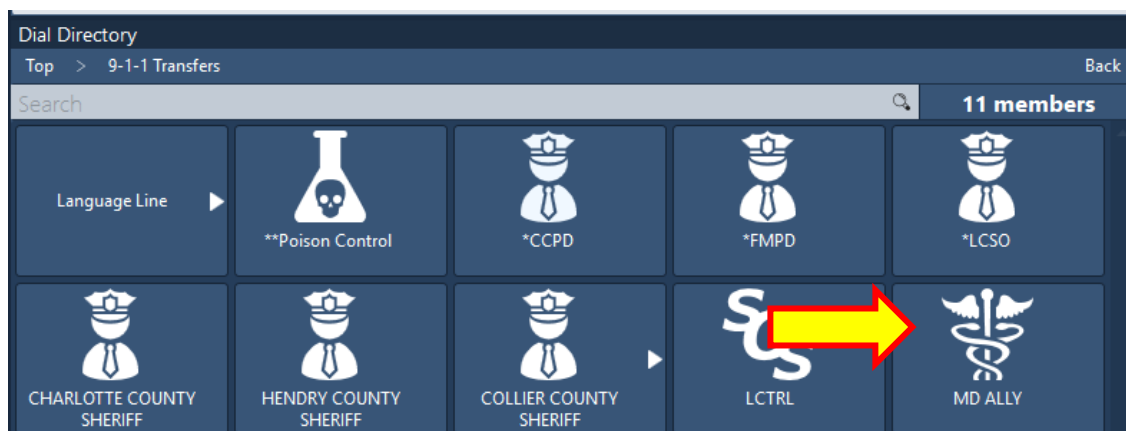
“Based on the information you have provided, you qualify for a telehealth emergency doctor right now, please stay on the line, while we connect you.”

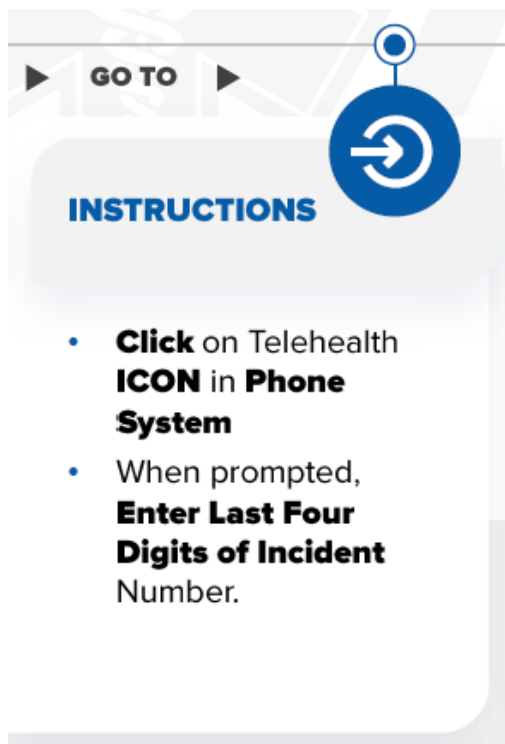
- Proceed to step 4.
 - If the caller/patient asks questions, use one of the clarifications listed below, followed by, “I’ll connect you now”, then proceed to step 4:

They can **assess and treat you** based on your condition (**situation**) or help **determine if an ambulance** is required.

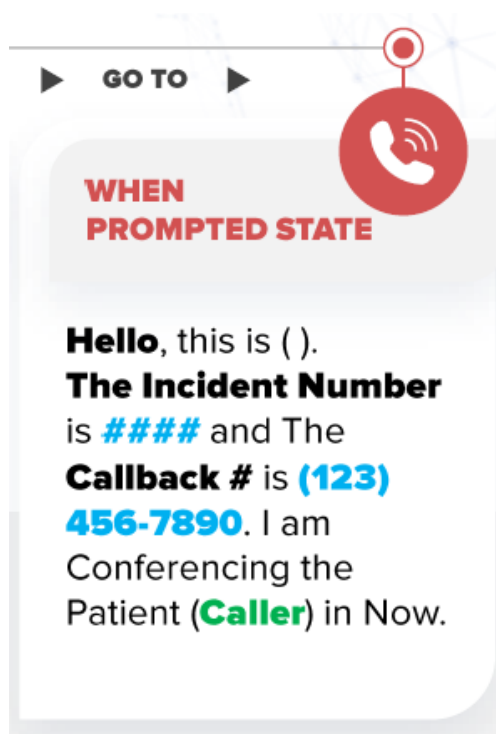
(**Alternative**)
Assist with coordinating the best care options that support your needs.

- If the caller/patient refuses, proceed to step 6.
4. Complete a warm transfer to MD Ally’s Care Concierge using the **MD Ally** button located in either the 9-1-1 Transfer or Admin Connect folder of the Vesta 9-1-1 Dial Directory.





- a. Advise the caller they may hear some clicks, but to remain on the line while you introduce and connect them to the provider.
- b. Click the “9-1-1 Transfers” button (or “Admin Connect” button) in the Dial Directory, then the “MD Ally” button.
- c. The call will be connected to MD Ally’s automated system.
- d. When prompted, **press 1 (“I have an incident #”)** ****Cursor must be focused to the Dial Pad or Dial Field of Vesta prior to typing, selecting, or entering “1”.**
- e. When prompted, type the last four digits of the Medical (M) event number.
- f. The MD Ally Care Concierge will answer: **“HELLO, MY NAME IS SHONDRA WITH LEE COUNTY TELEHEALTH. WHO AM I SPEAKING WITH, WHAT IS THE LAST FOUR DIGITS OF THE INCIDENT NUMBER AND CALLBACK NUMBER?”**
 - If the MD Ally Care Concierge does not answer within **60 seconds**, or there is a technical issue, disconnect using the “Flash” option in the drop-down of the Active Call to disconnect from MD Ally, add the appropriate event remark and update the event type to “MEDT”.
- g. Provide any information requested (i.e.: your name, event #, and patient’s callback number).



- h. The MD Ally Care Concierge will then ask the caller if they are still on the line and what their name is.
- i. Once the MD Ally Care Concierge confirms connection and obtains the caller's name, they will advise that they have the call, and you can press "**Release**" to disconnect.
- j. You will then disconnect using the "Release" button of the Vesta 9-1-1 Phone System.

****Note:** The caller will be on the line for the announcement, just as they are when we connect to Poison Control or translation services. Additional prompting to remain on the line may be necessary.

- 5. Close the event by using the Cancel Event command with a cancel comment of "TOT-MD ALLY". (This can be done using the MD Ally option in the drop-down list.)
 - a. The "Cancel Comments" field has a dropdown with several default/routine comment options.
 - b. Click the arrow (dropdown)
 - c. Select "TOT -MDALLY"

Cancel Event

Event to Cancel:

E12304110001

Add

Remove

Remove All

OK

Apply

Reset

Cancel

Disposition Code:

AC - ASSIGNMENT COMPLET

CBD - CANCELLED BY DISPAT

CBEMS - CANCELLED BY EMS

CREFD - CANCELLED BY FD

CANCELEV

Cancel Comments:

Remarks:

NRR

TOT - CCFD

TOT - DOT

TOT - MDALLY

****Note:** This still allows free text for other scenarios that the ones listed do not apply.

6. In the event the call does *NOT* meet **ALL** MD Ally Transfer criteria **OR** the caller **REFUSES** to be transferred to MD Ally, the following procedure shall apply:
 - a. Immediately place the event in "Update" mode.
 - b. Change the event type back to the **original MPDS** final code.
 - c. Add the reason for non-transfer by selecting one of the buttons on the Event Information Dialog. Be sure to add any additional pertinent documentation.

Calls

Attachment

Supp Info

Ev

SS

Informer

Cross

Displayed - LOI

Sub Div: LEE COUNTY EDC

Remarks:

MDALLY REFUSED

MDALLY EXCLUSION

- d. Complete call processing as normal.