

<b>RAPPAHANNOCK COUNTY FIRE and RESCUE ASSOCIATION</b>	<b>NUMBER: 1302</b>
<b>STANDARD OPERATING GUIDELINE</b>	PAGE 1 of 1
<b>SUBJECT:</b> Rappahannock OMD Liaison	<b>EFFECTIVE DATE:</b> 02/16/2018 <i>Frank Huff</i>
<b>WRITTEN BY:</b> Harold Beebout	<b>ISSUED BY:</b> F. Huff

**PURPOSE:** The purpose is to provide the OMD with a single trusted point of contact for dealing with non-medical issues arising among Rappahannock County providers and companies.

**BACKGROUND:** The Chiefs Committee of the Rappahannock County Volunteer Fire and Rescue Association (RCVFRA) at its December 7, 2017, meeting unanimously agreed to name an OMD Liaison. The Chiefs took this action to encourage Dr. Michael Jenks to continue serving as the OMD for Rappahannock County. Dr. Jenks stated that because of distance and the press of his other duties, he has difficulty maintaining personal contacts with Rappahannock EMS providers and the officers overseeing them. The Chiefs Committee at the beginning of each year will name a person to serve as Rappahannock OMD Liaison for the following 12 months.

**POLICY:** No one shall contact Dr. Jenks in violation of the following guidelines under any circumstances. That prohibition includes contact in-person, by email, letter or other means. Anyone contacting Dr. Jenks in violation of these guidelines shall be subject to disciplinary action by the individual entities.

**Rappahannock companies and providers shall promptly inform the OMD Liaison rather than the OMD concerning:**

- Any complaint about EMS from a community member or F&R member
- Concerns about the quality of care being provided by an EMS provider or agency
- Issues about EMS response
- Other similar concerns

Note: Companies and providers are expected to cooperate fully with the OMD Liaison to address questions and concerns from the OMD communicated through the OMD Liaison.

**Rappahannock companies should continue to deal directly with the OMD for:**

- Advice about the care of their own patients
- Approval to submit grant requests and similar paperwork requiring OMD approval
- Sign off on list of approved providers
- Release of new providers

Note: Providers are expected to advise their chain of command of any EMS concerns even when specifically authorized to contact their OMD directly.