FIRST RESPONSE UNIT

TREAT AND REFER PILOT PROGRAM

"Right Response for the Right Patient at the Right Time"

The FRU Treat and Refer Pilot Program is a program where FRU medics respond to code 3 calls being held in the queue to further triage the patient and determine if they can be referred into the CP program for further treatment, and to avoid being transported to the ED. If there are no code 3 calls being held, the FRU medic will respond to active code 3 calls they feel has a potential to be referred into the CP program and avoid transport. FRU medics will spend time consulting with CP, Family Health teams, and other care providers prior to making a decision to either refer the patient into the CP program, or call for a transporting unit.

Process for when you arrive on scene and there is a FRU medic on scene

Attend the call

Receive the 911 call from CACC which should inform you that there is a FRU medic on scene with a patient who needs to be transported to the ED

Go directly to FRU Paramedic

Upon arriving at the scene, please go directly to the FRU medic

Receive a detailed report of the patient

Once contact is made with the FRU medic, they will provide you with a detailed report of the patient. In some cases, the FRU medic might have spent over an hour with this patient. They will have a lot of information to provide you

Transport the patient to the ED

At this point, you will transport your patient to the ED.

Crews on scene should not be engaging in primary health teams, or attempting to no service the patient.