

Procedure:	Interacting with Healthcare Provider on a Call	
Owner of Policy:	Manager, Education	
Department/Program:	Southwest Ontario Regional Base Hospital Program	
Endorsed By:	Director, Southwest Centre for Prehospital Medicine	Endorsement Date: May 2025
Original Effective Date:	September 2017	Date Reviewed: May 2026

PURPOSE

This policy outlines the actions that must be taken by a paramedic when a healthcare provider is offering to assist on scene or en route to the hospital.

POLICY

This policy is intended to address those situations that fall outside the Medical Directives of the [Advanced Life Support Patient Care Standards \(ALS PCS\)](#), as they relate to the *Comprehensive Care* and *Responsibility of Care* sections of the ALS PCS or the [Basic Life Support Patient Care Standards \(BLS PCS\)](#) when involving interactions with non-paramedic healthcare providers.

PROCEDURE

The following guidelines are to be applied when a paramedic crew encounters a healthcare provider (initial responder) who has begun patient care prior to the arrival of the paramedic crew. This may include, but is not limited to: Physicians, Nurses, Midwives, Respiratory Therapists, Physician Assistants, and third-party paramedics.

1. The paramedics will attempt to determine the authorized level of certification of the healthcare provider and regulatory designation, if applicable.
2. The paramedic will assume patient care if the healthcare provider delivers a level of medical care that is below or comparable to that provided by the transporting paramedics.
3. Where a healthcare provider is rendering care beyond the scope of the transporting paramedic, the healthcare provider may continue care with the assistance of the transporting paramedic; however, the paramedic may only treat a patient within their authorized level of certification using medical directives approved by the Regional Base Hospital Program (RBHP). Under no circumstances is a paramedic to treat a patient outside their medical directives or provide care ordered by the on-scene physician or other healthcare provider.
4. Transfer of care will need to be determined on a case-by-case basis according to the level of medical care required. The level of medical care will be identified by the sophistication of the medical equipment or treatment that the healthcare provider is using on a particular call.
5. If the patient requires ongoing care during transport, which was initiated by the healthcare provider, and falls outside the scope of practice of that paramedic, a healthcare provider capable of providing that level of care should accompany the patient.
6. The healthcare provider should continue care using all available equipment and supplies to deliver care to the patient during transport. The paramedic will ride in the back of the ambulance during transport with the attending healthcare provider and assist in care within the paramedic's authorized level of certification.
7. In the event that a paramedic determines that the healthcare provider should attend to the patient during transport but refuses to do so, a paramedic may contact a BHP Physician to consult on the potential risks of continuing care by alternate means while initiating transport. When a healthcare provider refuses to continue care to the hospital, paramedics will assume and continue patient care according to their authorized level of certification.

8. The paramedic must document clinical care provided to the patient and the credentials of the healthcare provider in detail on the Ambulance Call Report (ACR). Should the required care or management of the patient be in contradiction with the approved [BLS PCS](#) or [ALS PCS](#), the paramedic will contact the BHP Physician for guidance before assuming full control of the situation.
9. If a healthcare provider arrives after the paramedic crew, and the patient requires care beyond the scope of the paramedic's level of certification, care of the patient may be assumed by the healthcare provider as long as the healthcare provider has the equipment and skills necessary to provide the required care. The paramedic crew should act in a supportive role during transportation according to their authorized level of certification if the healthcare provider assumes care and accompanies the patient during transport to the receiving facility.
10. In the event of disagreement between the healthcare provider and the paramedic, the paramedic should contact the BHP Physician and/or their Supervisor.

REFERENCES

[Advanced Life Support Patient Care Standards Version 5.4](#)

Emergency Health Services Branch, Ministry of Health

[Basic Life Support Patient Care Standards Version 3.4](#)

Emergency Health Services Branch Ministry of Health, March 10, 2023

[Delegation of Controlled Acts, Policy Statement #5-12](#)

College of Physicians and Surgeons of Ontario (CPSO)

[Ambulance Call Report Completion Manual](#)

Emergency Health Services Branch, Ministry of Health and Long-Term Care, April 1, 2017

[Ontario Ambulance Documentation Standards - Version 4.0](#) Emergency Health Services Branch Ministry of Health and Long-Term Care, September 2, 2025