

# Madison County Department of Emergency Medical Services

## Standard Operating Guideline



| Title         | Information Release         |
|---------------|-----------------------------|
| Number        | 022                         |
| Adoption Date | 1/1/07                      |
| Revision Date |                             |
| Approved by   | Lewis Jenkins, EMS Director |



### Purpose:

Release of incident information will be accomplished by Madison County EMS personnel in accordance with this SOG. While it is important to have good relations with the media, it is essential that only factual data is reported and that patient rights to privacy and confidentiality are protected. A Fire officer will release the identities of fire fatalities. Information regarding investigated fires will likewise be released through the Fire Department. All Madison County EMS career personnel will follow the procedures listed below:

1. On the scene of an incident any requests for information, by the media or other parties, will be directed to the Attendant-In-Charge or officer on scene. Technicians are not permitted to give statements to the media, unless specifically authorized.
2. Patients names, addresses, or any patient specific data will not be released.
3. All personnel will refrain from discussing patient information, crime scene information, or speculations as to fire causes, motives, or rescuer actions where these conversations may be overheard or misinterpreted. Conversations of this nature will be conducted at formal/informal incident critiques and the finding of these critiques will be held in strictest confidence.
4. During prolonged incidents, i.e., floods, natural disasters, bus accidents, etc. the Coordinator will be notified of the nature of the incident by the Senior Technician on scene.
5. The EMS Coordinator will coordinate/manage media releases as appropriate.
6. Give no information over the phone or to anyone appearing at a work location asking about a call. Refer callers or visitors with specific requests for reports, etc. to the EMS Coordinator.
7. PPCR's will be released only through the EMS Coordinator.
8. Public Service announcements will be reviewed by the Coordinator before release.
9. See also SOG #025, Legal Aspects of Incident Record-keeping

