


Code Medical

First Aid Support in Public Spaces, Non-Clinical Areas, And External Hospital Grounds

Program/Department: Office of Professional Practice	Developed By: Emergency Department Office of Professional Practice
Policy: Code Medical – First Aid Support in Public Spaces, Non-Clinical Areas, and External Hospital Grounds	Original Date: June 2015
Annex: Emergency Response Plan	Revision Date(s): 08/17, 11/19, 1/23
Issued By: Emergency Preparedness Coordinating Committee	Next Review Date: March 1, 2024
Approved By: CEO	Signature: 

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Emergency Code Announcement Procedures

The Halton Healthcare Hospital Emergency Codes have specific activation and announcement protocols that are **unique** to each Code. Hospital Staff can reference the Code procedures and actions to determine who can activate, when to activate and what information needs to be provided.

Halton Healthcare

EMERGENCY CODE ANNOUNCEMENT PROCEDURES

To Report an Emergency and Activate a Code Response

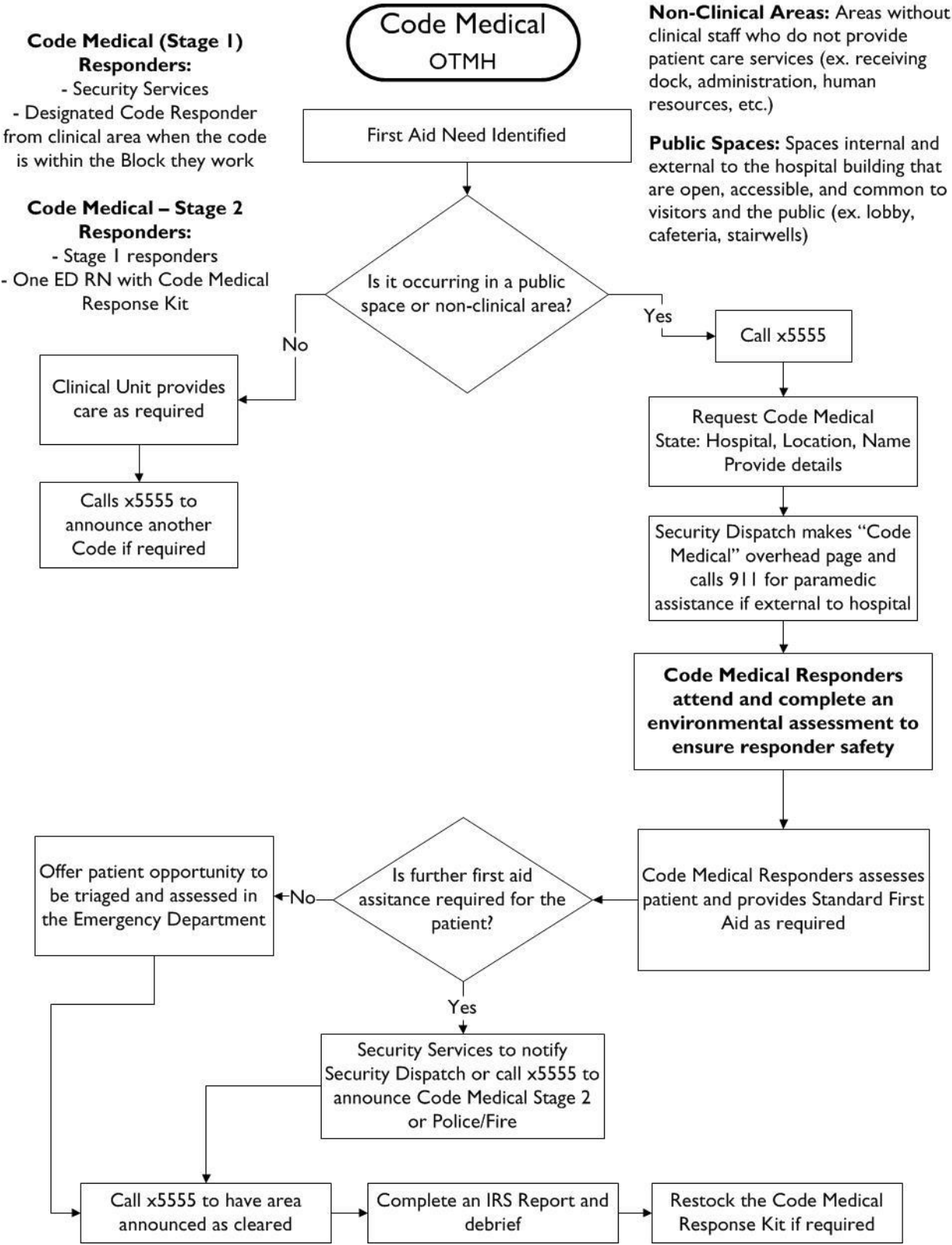
Dial 5555

State:

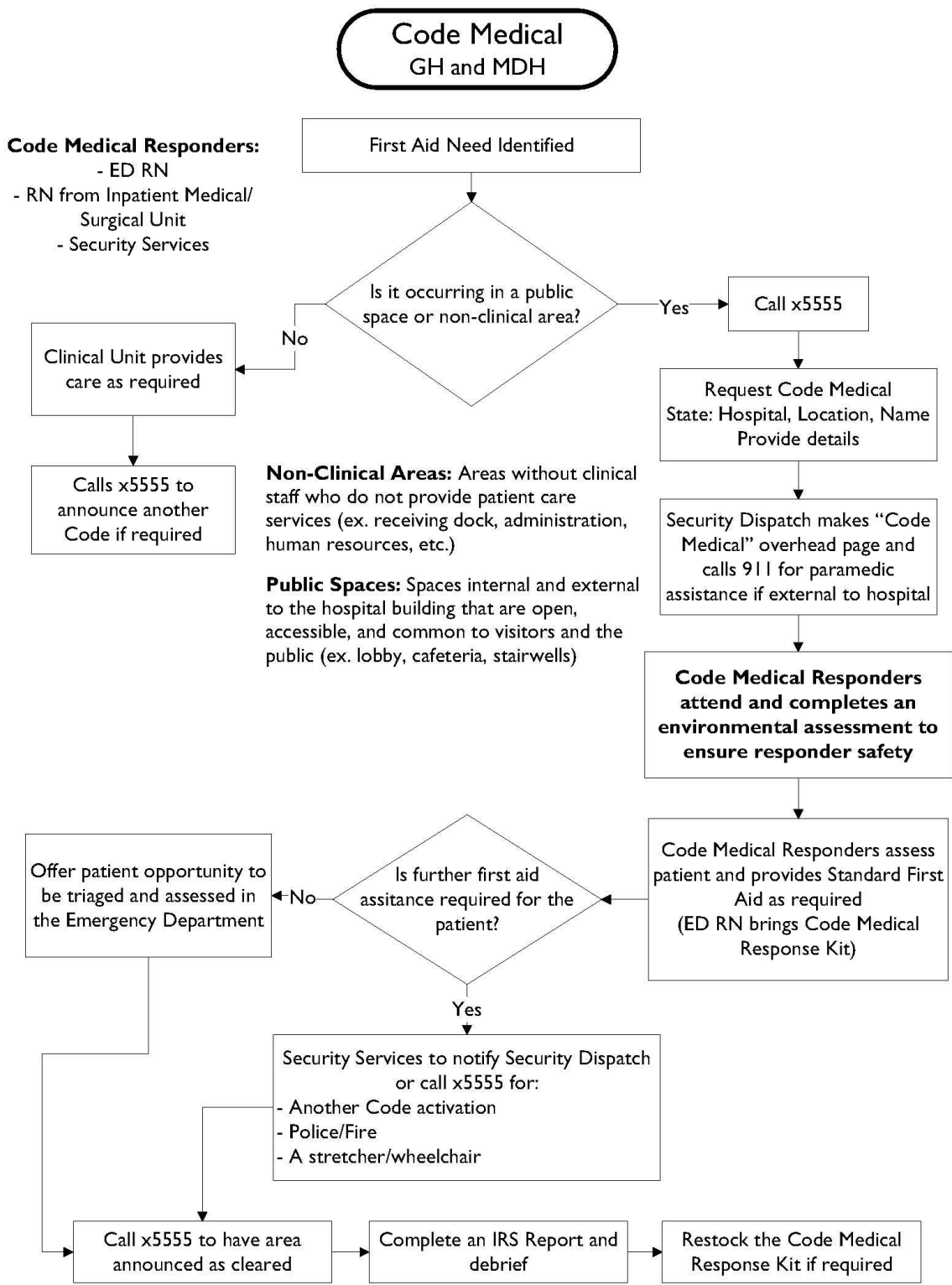
- 1. Halton Healthcare Site and the Unit/Department**
- 2. Room Number**
- 3. Nature of Emergency**
- 4. Your Name**




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	Code Medical Policy and Procedure		
	Program/Dept:	Office of Professional Practice	Document Category:
	Developed by:	Emergency Department Office of Professional Practice	Original Approval Date: June 2015
	Approved by:	Emergency Preparedness Coordinating Committee	Reviewed Date: November 2015 August 2017
Review Frequency:	Annually	Revised Date: August 2017, November 2019, January 2023	

1.0 INTRODUCTION

1.1. Purpose

Code Medical is designed to initiate a response to a person who is in immediate need of first aid support in public spaces, non-clinical areas and external hospital grounds at the three Halton Healthcare Hospitals.

1.2. Scope

This Code does not apply to events on inpatient or outpatient clinical units where first aid can be rendered by a health care professional to any person.

The Code Medical Response does not apply to Halton Healthcare off-site locations. For medical emergencies of any kind occurring in these locations, all Halton Healthcare staff members, physicians, and volunteers must call 911 directly and provide assistance until paramedic services arrive.

2.0 ACTIVATION & NOTIFICATION

2.1. Authority to Declare

Code Medical can be initiated by any Hospital Staff, Physician, or Volunteer.

2.2. Activation of Code Medical

To activate a Code Medical Response, notify Security Dispatch at x5555 and provide them the Hospital, the code, and the location of the emergency.

Notification to the Code Responders will be made through the public address system by Security Dispatch, which activates the response.

Security Dispatch will make three (3) concurrent overhead announcements stating “Code Medical – Location”

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In the event of a communication failure with Security Dispatch and x5555 is not accessible, dial x2222 from any facility phone to make an announcement directly over the hospital intercom.

Security Dispatch will inform Switchboard of all Code Medicals. At the request of the Code Responders, Security Dispatch will arrange for additional support as needed.

If the event is internal, for more clinically complex situations, situations that require specialized training or other complicating factors, the Code Responders may request assistance from:

- Code Blue/Pink/Teal/White teams through Security Dispatch by dialing x5555

2.3. Notifying Paramedic, Fire, and Police Services

If the Code Medical is external to the Hospital, Security Dispatch will immediately call 911 for Halton Region Paramedic Services after announcing the Code Medical overhead. As more information about the emergency becomes available, Security Dispatch can forward that information to the Emergency Services. If the Code Responders determines Emergency Services are not required, Security Dispatch will call 911 again to cancel the response.

3.0 RESPONSE

3.1. Oakville Trafalgar Memorial Hospital (OTMH)

For OTMH, a two stage response exists:

Stage 1:

Scope: First-aid, comfort measures and transport to the ED if needed (see “Transfer of Accountability Policy”)

Responders:

- At least one Security Services Officer
- Designated Code Responder from each clinical area when within the Block that they work. Refer to Block Response Map (see Appendix C).

Incident Commander: First Clinical Code Responder to arrive at the scene.

Stage 2:

Scope: If person for whom the code was called requires assistance in addition to first-aid and/or is not stable to safely transport to the ED (eg. external Code Medical requiring AED).

Responders:

- At least one Security Services Officer
- Designated Code Responder from each clinical area when within the Block that they work. Refer to Block Response Map.
- One RN from the ED with Code Medical Response Kit (Backpack)

Incident Commander: First Clinical Code Responder to arrive at the scene.

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3.2. Georgetown Hospital (GH) & Milton District Hospital (MDH)

The Code Responders consist of:

- One designated Code Responder Registered Nurse (RN) from the Emergency Department (ED)
- At least one Security Services Officer
- One designated Code Responder Registered Nurse from the Inpatient Medical/Surgical Unit

Incident Commander: First Clinical Code Responder to arrive at the scene.

3.3. Code Responders Response

On arrival to the scene, the Code Responders will perform an environmental assessment for hazards, such as fire, gas or electrical hazards, weather or violent persons. When potential hazards are identified, Code Responders in attendance will jointly determine safety to proceed.

In the event that environmental hazards are present, and it is not safe to proceed, the scene must first be stabilized to ensure the health and safety of the Code Responders.

If there are no environmental hazards present, the Code Responders are to proceed with providing comfort and first aid support based on their knowledge, skill, and ability. The Code Responders will have access to Standard First Aid and basic CPR supplies in the Code Medical Response Kit when brought to the scene by the ED RN.

The Incident Commander can request a stretcher or wheelchair via Security Dispatch from Porter Services.

If the person requires assistance standing or getting onto a stretch, staff who are trained to use a mechanical lift are to locate one and to use it to safely transport the patient onto chair/stretchers.

The person for whom the code was called will be advised of the opportunity to be seen in the ED. Where the person chooses not to visit the ED, the person's decision and the events of the Code Medical response will be documented in an Incident Report.

Where the person chooses to visit the ED, the person will be transported and escorted to the ED by the Incident Commander via the most appropriate mode of transportation (i.e. wheelchair, stretcher, etc). Transfer of Accountability (appendix B) will occur between Incident Commander and ED CRN front desk inside the department.

All Code Responders must stay on the scene until they are released by the Incident Commander.

Any photos required at the scene will be obtained by Security Services and uploaded to the Incident Report.

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3.4. Health, Safety, & Wellness

In addition to workers, Health Safety and Wellness must be notified immediately in situations where a person other than a worker (e.g. – patient, visitor, physician or member of the public) succumbs to or sustains an injury consistent with those defined as a “Critical Injury” while on hospital grounds and if the cause of the injury had the potential to injure a worker, it must be treated as a Critical Injury and be reported to the Ministry of Labour. Additionally the investigation and notification policy and procedure must be followed, please see “Critical Injury Investigation and Notification Policy and Procedure” for additional information.

As per the Occupational Health and Safety Act and Regulations, “critically injured” means an injury of a serious nature that:

- a) Places life in jeopardy;
- b) Produces unconsciousness;
- c) Results in substantial loss of blood;
- d) Involves the fracture of a leg or arm but not a finger or toe;
- e) Involves the amputation of a leg, arm, hand or foot but not a finger or toe;
- f) Consists of burns to a major portion of the body; or
- g) Causes the loss of sight in an eye.

For Code Medical events involving a Halton Healthcare Employee, Physician, or Volunteer, the Incident Report will be forwarded to Health Safety and Wellness for follow up and to determine if a WSIB report is required.

The Employee Incident Report obtained from the Health Safety and Wellness Department must be completed by the affected staff member and their Manager if medical treatment was required. All other documentation related to the emergency treatment of staff will also be collected by Health Safety and Wellness and appropriately reported.

3.5. Code Medical Response Kit

When a Code Medical is called at MDH/GH or Code Medical Stage 2 is called at OTMH, the ED RN will bring the Code Medical Response Kit containing equipment and supplies for administering Standard First Aid and Cardiopulmonary Resuscitation (CPR).

A list of the contents of the Code Medical Response Kit can be found in [Appendix A](#).

The Code Medical Response Kit contents will be checked and restocked after every Code Medical response by an ED RN or once in a 24 hour period by a delegate. Emergency Preparedness has extra Emergency Blankets, Ponchos and Batteries for restocking if required.

4.0 DOCUMENTATION

4.1. Tracking of Events

All Code Medical calls will be tracked through the completion of an Incident Report, using the Incident Reporting System (IRS). The Incident Commander as well as the Security Officer are

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responsible for completing an Incident Report including all pertinent details for every Code Medical call.

If the Code Medical was called due to a fall, then the IRS report must be filled out with this selection.

For Code Medical events involving a Halton Healthcare Employee, Physician, or Volunteer, the Incident Report will be reviewed by Health, Wellness and Safety for follow up and to determine any additional actions required.

Quarterly reports summarizing Code Medical activations will be sent to the Patient Safety Steering Committee and the Emergency Preparedness Coordinating Committee for review.

5.0 RETURN TO NORMAL OPERATIONS

5.1. All Clear

Once the location has been cleared) i.e. the person has been relocated to the ED or has left voluntarily), the Incident Commander will ask Security Services to announce the “All Clear” overhead. Staff not directly involved in the Code Medical response are asked to avoid the immediate area of the Code Medical call until they hear the announcement that the area has been cleared.

5.2. Debriefing and Evaluation

Upon completion of the Code Medical event, the Code Responders will hold a brief huddle to discuss causal factors and recommendations to improve or maintain safety.

Depending on the severity of the event, a formal debrief may occur and a Debrief Incident Report will be completed by Emergency Preparedness.

6.0 TRAINING AND REVISION

6.1. Training

Initial training on the Code Medical response will be completed for all new hires.

Corporate Awareness of Code Medical will be maintained as part of the Emergency Preparedness ‘Code of the Month’ program.

Specialized training for Code Responders will be done departmentally, with guidance and support from Emergency Preparedness.

All Departments/Units should complete their own training as required.

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6.2. Revision

The Code Medical Response Plan will be reviewed annually by Emergency Preparedness Coordinating Committee and the Clinical Code Committee. Revisions will be made as appropriate.

Definitions

Code Medical: Term used to initiate a response to a person who is in immediate need of first aid support in public spaces or non-clinical areas at any Halton Healthcare Hospital.

Code Responder: Every Department/Unit must have a designated Code Responder at all times who is responsible for responding to Emergency Codes called within their hospital/block.

First Aid Support: Defined as an acute event where a person requires rapid assessment and potential first aid intervention by trained clinical personnel in any public space or non-clinical area on Halton Healthcare Hospital grounds

- **IN SCOPE:** This may include a variety of situations, such as, but not limited to, a fall, serious injury, or faint
- **OUT OF SCOPE:** This does not include assisting a person to transport between areas of arrival and care areas; or assisting a person to enter or exit a mode of transportation (vehicle, taxi, etc.)

First Responder: Refers to the first Halton Healthcare staff member, Physician, volunteer, student, or Security Services Officer who happens upon the scene of a Code Medical event

Hospital Grounds: Refers to the areas of the Halton Healthcare Hospital property in which the Code Responders will respond, outlined in [Section 1.2](#).

Incident Commander: The first person on the scene; if the first person on the scene is not a clinician, once a clinician arrives, they will assume the role of Incident Commander; has the authority to make immediate decisions until someone with more authority arrives and command is transferred.

Non-Clinical Areas: Areas without clinical staff who do not provide patient care services (ex. receiving dock, administration, human resources, etc.)

Person: Can refer to a visitor, volunteer, staff member, physician, patient, student etc.

Public Spaces: Spaces internal and external to the hospital building that are open, accessible, and common to visitors and the public (ex. lobby, cafeteria, stairwells).

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Related Documents

Code Blue Policy and Procedure
Code Pink Policy and Procedure
Code White Policy and Procedure

Key Words

First Aid Response, Public Space, Nonclinical Area

Reviewed by/Consultation with

Office of Professional Practice
Emergency Department (all three sites)
Emergency Preparedness Coordinating Committee
Chief Executive Officer

References

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Halton Healthcare Services, Management of Patient or Visitor Need for Assistance (Inside or Outside of the Hospital), 2012.

Niagara Health System, NHS Code | Response, 2012.

Red Cross (2014). *Kit Contents: First Aid Kit*. Retrieved from: <http://www.redcross.ca/what-we-do/first-aid-and-cpr/first-aid-at-home-first-aid-tips/kit-contents>.

William Osler Health System, Medical Emergencies on Osler Hospital Grounds, 2012.

REVISION TABLE

Revision Date	List of Revisions
January 2023	<ul style="list-style-type: none">- Administrative changes (moved algorithms to front)- Added Block Responder Map for OTMH (Appendix C)

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Appendix A

Contents of the Code Medical Response Kit

The Code Medical Response Kit will be kept in the Emergency Department and will contain the following supplies for first aid support. Inventory lists are maintained with each Code Medical Response Kit.

- Emergency Blanket
- Poncho
- Flashlight
- AED
- Tensor
- Triangular Bandage
- Cling Wrap
- Tape
- Abdo Pads
- Bandages
- Gloves (5pr)
- 4 by 4's
- Face Mask (2)
- Isolation Gown (2)

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Appendix B Quick Reference Sheet for OTMH

CHECKLIST FOR INDIVIDUAL IDENTIFYING CODE MEDICAL

Activate a Code Medical to initiate a response to a person who is in immediate need of first aid support in public spaces or non-clinical areas ONLY

Public Spaces: Spaces internal and external to the hospital building that are open, accessible, and common to visitors and the public (ex. lobby, cafeteria, stairwells)

Non-Clinical Areas: Areas without clinical staff who do not provide patient care services (ex. receiving dock, administration, human resources, etc.)

- Call x5555 – provide Site, Code, Response Block, full Room Number, and your name
- Assist the person as is possible within your skills, knowledge, and training and without putting yourself into danger until the Code Medical Responders arrive
- Provide a report to the Code Medical Responders and assist as requested
 - Do not leave the area until the Incident Commander says you may

CHECKLIST FOR CODE MEDICAL RESPONDERS

A two-stage response exists.

Stage 1 – when first-aid, comfort measures, and transport to ED may be needed

- Announced as Code Medical – location
- Responders include Security Services and one designated Code Responder from each clinical area when the code is within the Block that they work

Stage 2 – when assistance in addition to first aid and/or person is not stable for transfer to ED

- Announced as Code Medical – Stage 2 – location
- Responders are the same as Stage 1 plus one RN from the ED with the Code Medical Response Kit
- Upon arrival at the scene, perform an environmental assessment to determine if safe to proceed and gather information from those already present at the scene
- Security Services provides perimeter control, communication coordination, and assistance as required by the Code Medical Responders
- Always offer the opportunity to be triaged and assessed in the Emergency Department
- Call x5555 if require:
 - Another Code to be called (such as Code Blue if inside the building)
 - A stretcher/wheelchair, etc.
- If determined Paramedic Services not required, notify Security Dispatch to cancel 911 response
- If required, Security Services will take photographs and upload to the IRS
- Call x5555 to have the area announced as cleared
- Complete an IRS report and the Code Medical Responders should debrief if required
- Restock the Code Medical Response Kit if required

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Appendix C

Link to electronic version on Connections: [OTMH Block Response Map](#)



Oakville Trafalgar Memorial Hospital
Exemplary patient experiences, always.

Legend

- Elevator
- Washrooms
- Cashier
- Pay parking machine
- Parking Lot
- Handicap parking
- Bus stop
- Information
- Property entrances

Oakville Trafalgar Memorial Hospital
3001 Hospital Gate | Oakville, ON | L6M 0L8
905.846.2571 | haltonhealthcare.com
Halton Healthcare
HaltonHbicare

Code Responder Block Response Map for OTMH

This map outlines the locations the Code Responders at OTMH are designated to respond to externally and for the Food Court and Main Lobby

- N** North Block Responders
- C** Centre Block Responders
- S** South Block Responders
- W** West Block Responders

Please note:
S South Block responds to the Food Court
C Centre Block responds to the Main Lobby



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Appendix D

Quick Reference Sheet for MDH and GH

CHECKLIST FOR INDIVIDUAL IDENTIFYING CODE MEDICAL

Activate a Code Medical to initiate a response to a person who is in immediate need of first aid support in public spaces or non-clinical areas ONLY

Public Spaces: Spaces internal and external to the hospital building that are open, accessible, and common to visitors and the public (ex. lobby, cafeteria, stairwells)

Non-Clinical Areas: Areas without clinical staff who do not provide patient care services (ex. receiving dock, administration, human resources, etc.)

- Call x5555 – provide Site, Code, Response Block, full Room Number, and your name
- Assist the person as is possible within your skills, knowledge, and training and without putting yourself into danger until the Code Medical Responders arrive
- Provide a report to the Code Medical Responders and assist as requested
 - Do not leave the area until the Incident Commander says you may

CHECKLIST FOR CODE MEDICAL RESPONDERS

The Code Medical Responders consist of the Code Medical Emergency Department (ED) RN, one RN from the Inpatient Medical/Surgical Unit, and Security Services. Respond to the location provided in the overhead announcement

- Code Medical ED RN brings the Code Medical Response Kit
- Upon arrival at the scene, perform an environmental assessment to determine if safe to proceed and gather information from those already present at the scene
- Security Services provides perimeter control, communication coordination, and assistance as required by the other Code Medical Responders
- Always offer the opportunity to be triaged and assessed in the Emergency Department
- Call x5555 if require:
 - Another Code to be called (such as Code Blue if inside the building)
 - A stretcher/wheelchair, etc.
- If determined Paramedic Services not required, notify Security Dispatch to cancel 911 response
- If required, Security Services will take photographs and upload to the IRS
- Call x5555 to have the area announced as cleared
- Complete an IRS report and the Code Medical Responders should debrief if required
- Restock the Code Medical Response Kit if required

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Appendix E

Quick Reference Sheet for Off-Site Locations

CHECKLIST UPON IDENTIFYING A CODE MEDICAL SITUATION

Code Medical is designed to initiate a response to a person who is in immediate need of first aid support. If in an off-site location, to get the support you need:

- Call 911 – provide them with the address, the code, and the specific directions of the emergency
- Provide assistance until paramedic services arrive
- Assist the person as is possible within your skills, knowledge, and training and without putting yourself in danger until the Paramedics arrive
- Provide the Paramedics with the necessary details to facilitate further care if you discovered or witnessed the incident
- Stay in the area until released by Paramedics

Note For situations in which a staff member is alone and witnesses or discovers a person in need of immediate first aid support, they are to inform the person they are going to get help, leave to activate the Code Medical response, and return to the person to provide support if it is safe to do so.

All Clear

- Avoid area of the Code Medical zone unless a Code Responder until cleared by the Police
- Inform the Manager / Leader On-Call (through Switchboard) that the event is over and the outcome of the Code
- Submit an IRS
 - If the Code Medical was called due to a fall, then the IRS report must be filled out with this selection
 - For Code Medical events involving a Halton Healthcare Employee, Physician, or Volunteer, the Incident Report will be forwarded to Health, Safety and Wellness for follow up and to determine if a WSIB report is required
- Hold a brief huddle to discuss causal factors and recommendations to improve or maintain safety
 - Depending on the severity of the event, a formal debrief may occur and a Debrief Incident Report will be completed by Emergency Preparedness