

# ILLINOIS STATE POLICE DIRECTIVE PER-003, MEDICAL RESPONSE SYSTEM

<b>RESCINDS:</b> PER-003, 2023-102, revised 01-03-2023.	<b>REVISED:</b> 02-24-2023 <b>2023-145</b>
<b>RELATED DOCUMENTS:</b> PER-001, PER-002, PER-059, SRV-016	<b>RELATED CALEA STANDARDS (6<sup>th</sup> Edition):</b> 22.1.4, 22.1.5, 22.1.7

## I. POLICY

The Illinois State Police (ISP) will strive to ensure the provision of the best available medical treatment by the fastest means possible to any departmental or retired employee and their immediate family who experiences a critical injury or illness.

## II. DEFINITIONS

- II.A.     ISP Medical Director - a licensed physician contracted by the Department and appointed by the Director to act in the best interests of the ISP and its personnel.
- II.B.     Eligible person - any current department employee, retired employee, or an immediate family member.
- II.C.     Immediate Family Member - for purposes of this directive is a parent, spouse, adopted, natural or step-child, brother, sister, or any relative or person living in the employee's household for whom the employee has custodial responsibility or where such person is financially and emotionally dependent on the employee and where the presence of the employee is needed.
- II.D.     ISP Hospital Representative – an ISP employee who serves as a liaison for the Department to assist an employee or their family members with specific needs when Medical Response System (MRS) is invoked.
- II.E.     Level I Services - (immediate action) - Medical services that are critical to sustain life or limb and meet the following injury standards:
  - II.E.1.     Gunshot wound
  - II.E.2.     A penetrating injury to the:
    - II.E.2.a.    Abdomen
    - II.E.2.b.    Back
    - II.E.2.c.    Chest
    - II.E.2.d.    Groin
    - II.E.2.e.    Head
    - II.E.2.f.    Neck
  - II.E.3.     All head trauma
  - II.E.4.     Compound fractures or fractures of 2 or more long bones
  - II.E.5.     Any crushing injury
  - II.E.6.     Chest pains
  - II.E.7.     Shortness of breath
  - II.E.8.     Suspected heart attack or stroke
  - II.E.9.     Severe shock
  - II.E.10.    Any time the eligible person is rendered unconscious
  - II.E.11.    Exposure to toxic substances resulting in:

- II.E.11.a. Blurred vision
  - II.E.11.b. Severe dizziness
  - II.E.11.c. Fainting, etc.
- II.E.12. Serious burns
- II.E.13. Any time the eligible person has been struck by a moving vehicle
- II.E.14. Spinal cord injury or spinal cord fracture
- II.E.15. Any other injury or illness not listed above but considered serious by the appropriate Commander
- II.F. Level II Services - consultation during normal business hours for a second opinion regarding a pre-existing diagnosis
- II.G. Level III Services - referral during normal business hours for a non-threatening condition or elective surgery
- II.H. Medical Officers - includes the ISP Medical Director and other licensed physicians and specialists approved by the Department to serve with the Medical Response System (MRS)
- II.I. MRS Coordinator - a licensed medical specialist (paramedic, nurse, etc.) appointed by the Division of the Academy and Training (DAT) Deputy Director responsible for coordinating the MRS Program

III. PROCEDURES

- III.A. An eligible person can contact the MRS at the ISP Academy, (217/299-3871), and request that the MRS Coordinator contact the ISP Medical Director regarding Level I, Level II, or Level III conditions.
- III.B. Confidentiality – Medical information (including information provided voluntarily by the employee) will be kept confidential. Medical information received will not be maintained in an employee’s personnel file or a supervisor’s file, but must be maintained in a separate file for medical information.
- III.C. Level I Situation
  - III.C.1. When the Shift Commander/Supervisor in charge receives a call about a Level I condition, the Shift Commander/Supervisor will evaluate the call and take the following actions:
    - III.C.1.a. Report the Level I incident to the Springfield Communications Center by Law Enforcement Agencies Data System (LEADS) administrative message at CDC/LYB (in work units without a LEADS terminal, information may be sent via e-Mail to ISP.Command.Center.d50ccb@illinois.gov or ISP.SCC@illinois.gov) including as much of the following information as possible:
      - III.C.1.a.1) Name of injured person and relationship to employee, if not a current employee or retiree
      - III.C.1.a.2) Nature of injuries
      - III.C.1.a.3) Name, location, telephone number, and fax number of the receiving hospital
      - III.C.1.a.4) Estimated arrival time at the receiving hospital
      - III.C.1.a.5) Mode of transportation
      - III.C.1.a.6) Shift Commander’s/Supervisor’s instructions regarding whether to invoke the MRS
      - III.C.1.a.7) Whether the family has been notified
      - III.C.1.a.8) Name and issued cellular telephone number, if applicable, of ISP personnel sent to the hospital
      - III.C.1.a.9) Any additional information deemed necessary

- III.C.1.b. Provide follow-up reports to the Springfield Communications Center as required.
  - III.C.1.c. Contact the Commander of the injured employee when appropriate.
- III.C.2. When MRS is invoked:
- III.C.2.a. The MRS Coordinator will serve as the liaison between troop work site personnel and the ISP Medical Director.
    - III.C.2.a.1) The MRS Coordinator, when possible, will provide a Medical Response System Authorization for Release of Medical Information form, ISP 7-100 (this form is available in the ISP Document Library at <https://isp.portal.illinois.gov/generalinfo/Lists/Document%20Library>), to the hospital or treating facility permitting their staff to provide medical information to the ISP Medical Director, Medical Officers and ISP hospital representatives.
    - III.C.2.a.2) The employee, retiree, or family member (or legal guardian or agent under a power of attorney) must sign the release.
    - III.C.2.a.3) This form may be faxed to expedite communications.
  - III.C.2.b. The Shift Commander/Supervisor will, as necessary and to the extent possible:
    - III.C.2.b.1) Ensure the appropriate member of the victim's family is notified. A departmental employee who is a close friend of the family or a member of the injured employee's chain-of-command should be used.
    - III.C.2.b.2) Appoint a hospital representative from the Department.
    - III.C.2.b.3) Ensure the family's needs are met.
    - III.C.2.b.4) Establish a command post at the hospital, when required. Coordinate this location and its responsibilities with the hospital administrator.
    - III.C.2.b.5) If requested, notify an ISP Chaplain (see ISP Directive PER-059, "Chaplain Program").
  - III.C.2.c. The ISP hospital representative will, as necessary and to the extent possible:
    - III.C.2.c.1) Provide the Troop/Zone/work site with his/her name and phone number, if applicable.
    - III.C.2.c.2) Inform the family that the Shift Commander/Supervisor has appointed him/her as the hospital representative.
    - III.C.2.c.3) Report problems or excessive delays in treatment to the Troop/Zone/work site and the MRS Coordinator.
    - III.C.2.c.4) Provide a resource to the family to ensure their needs are met (transportation, clergy, psychological support, notifying friends and other family members, etc.). Psychological support coordination is available through the Employee Assistance Program Coordinator (see ISP Directive SRV-016, "Human Services").
    - III.C.2.c.5) Perform other duties as required (security, communications, liaison, etc.)
    - III.C.2.c.6) Each morning as early as possible, and whenever a significant change occurs, obtain the medical condition of the injured/ill person.
      - III.C.2.c.6)a) Report this information to the MRS Coordinator and the Troop/Zone or employee's division office.
      - III.C.2.c.6)b) The Troop/Zone will update the MRS report to the Springfield Communications Center as necessary.

III.D. Level II Situation

- III.D.1. An employee or retiree can contact the MRS Coordinator during regular business hours and request the Medical Officer(s) be contacted regarding a Level II Condition.
- III.D.2. The MRS Coordinator will notify the ISP Medical Director of the information that has been provided. It may be necessary for an employee or retiree to provide copies of medical records to the MRS Coordinator for the ISP Medical Director and/or Medical Officer(s) to review.
- III.D.3. The MRS Coordinator will work with the ISP Medical Director to obtain the necessary information relative to the medical question, and the ISP Medical Director will work with the Medical Officers to manage the situation.

III.E. Level III Situation

- III.E.1. An employee or retiree can contact the MRS Coordinator directly and request information regarding referrals for a Level III Condition.
- III.E.2. The MRS Coordinator will contact the ISP Medical Director and/or Medical Officer(s) during regular business hours.

- III.F. Call 217/299-3871 as soon as possible to reach the MRS Coordinator, ISP Academy, to report problems regarding the MRS.

| Indicates new or revised items.

**-End of Directive-**