PURPOSE: To protect patient safety and take advantage of available resources during an emergency/disaster event when the organization has activated its Emergency Operations Plan and has determined that it is unable to handle immediate patient needs.

DEFINITIONS:

1. Professional Level Volunteer:
   a. Medical Staff: is defined as a physician, dentist, clinical psychologist, or podiatrist who has been appointed as a member of the Santa Rosa Memorial Hospital Medical Staff pursuant to the Medical Staff Bylaws.
   b. Allied Health Professional: is defined as an individual, not a member of the Medical Staff, who exercises independent judgment within the areas of his or her professional competence and includes individuals licensed by the State of California and practicing at Santa Rosa Memorial Hospital as physician assistants, nurse practitioners, nurse midwives, and clinical nurse specialists within the limits established by the Board, the Medical Staff and the applicable State Practice Acts.

I. Policy
   A. In an effort to protect patient safety, and take advantage of available resources during an emergency/disaster event, this guideline shall be enforced when accepting professional level volunteers into service during an emergency/disaster event.
1. No non-SRMH professional level practitioners will be utilized for volunteer patient care/triage activities unless a Code Triage has been called, the HICS (Hospital Incident Command System) has been activated and the SRMH internal Labor Pool is depleted of staffing resources.

2. All non-SRMH professional level practitioners reporting to the medical center must first check in at the Labor Pool to begin the credentialing process.

3. The “Medical Staff/AHP - Volunteer Staff Registration/Credentialing Form” will be used.

4. Professional Level Volunteers who have not been granted privileges or practice prerogatives at Santa Rosa Memorial Hospital, may be accepted to work in the hospital during an emergency/disaster event if the Professional Level Volunteer presents his or her valid government-issued photo identification (for example, a driver’s license or passport) and at least one of the following:
   a) A current picture identification card from a healthcare organization that clearly identifies professional designation.
   b) A current license to practice
   c) Primary source verification of licensure;
   d) Identification indicating that the individual is a member of a Disaster Medical Assistance Team (DMAT), the Medical Reserve Corps (MRC), the Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) or other recognized state or federal response organization or group
   e) Identification indicating that the individual has been granted authority by a government entity to provide patient care, treatment or services in disaster circumstances
   f) Presentation by current Hospital or Medical Staff members(s) with personal knowledge regarding practitioner’s identity and qualifications. Confirmation by a licensed independent practitioner currently privileged by the hospital or by a staff member with personal knowledge of the volunteer practitioner’s ability to act as a licensed independent practitioner during a disaster

5. A record of all processing of professional level volunteers will be recorded and sent to Medical Staff Services for permanent record retention.

II. Procedure

A. During an emergency, a professional level volunteer may present him/herself to the hospital for volunteer services, at which time the professional level volunteer will be directed to the Labor Pool for registration/check-in.

B. The professional level volunteer will be asked to present the identification required
above, the name and telephone numbers of the hospitals where the person has recently practiced/worked, and the name of the individual’s current malpractice carrier. After viewing the license and photo identification, the Medical Staff Unit Leader (designee) will record the date and the time the request for emergency privileges was made, professional license number and expiration date, and the type of photo identification. If possible, copies will be made of the license and the photo identification.

The following information must obtained, verified as soon as possible, and retained as a permanent record by Medical Staff Services:

1. Current professional license to practice
2. Photo identification as described above
3. Certificate of Malpractice Insurance
4. List of current hospital affiliations where the practitioner holds privileges
5. National Practitioner Data Bank and OIG query

C. This volunteer practitioner shall be assigned to a department of the Medical Staff and to a designated member of the Medical Staff who has been granted supervisory authority in accordance with the “Disaster Privileges” Section of the Medical Staff Bylaws (Section 4.12 at the time of this printing). A record of this supervisory assignment will be recorded and sent to Medical Staff Services for permanent record retention.

D. The frequency and intensity of data collection and analysis shall be accelerated as appropriate to the emergency situation to evaluate clinical competence.

E. Emergency privileges may be granted by the CEO, Chief of Staff, or their designee(s).
F. The name of the person partnered with and supervising the volunteer will also be logged on the Volunteer Staff Registration/ Credentialing Form by the Medical Staff Unit Leader (designee).

III. The professional level volunteer’s privileges, or authority to provide emergency response care, will be rescinded immediately upon the securing of the Code Triage; or in the event any information is retrieved that suggests the person is not capable of rendering services in an emergency information is obtained that would have precluded a positive recommendation for privileges or employment. This judgment will be made by the CEO, Chief of Staff, or their designee(s).

Review Process

A. The Medical Staff Bylaws will address this process of emergency/disaster event credentialing.

B. Review, verification, and documentation, to the extent possible, of practitioners’ credentials, as described in the Medical Staff Bylaws, will be accomplished in the Labor Pool under the direction of the Labor Pool Unit Leader and the Medical Staff Unit Leader.

C. The assignments for professional level volunteers will be in accordance with the Emergency Management Plan. Generally the Section Chief, Department Chairperson (or designee) or the Treatment Areas Supervisor will help make assignments.