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## ON-LINE MEDICAL DIRECTION (OLMD) OCCURRENCE IN NON-TRANSPORTED EMS CALLS AT RIYADH, SAUDI ARABIA

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**Introduction:** Primary objective of this study is to determine to what extent the on-line medical direction (OLMD) contact occurs in non-transported EMS calls in Riyadh, Saudi Arabia. Secondary objective is to determine to what extent the OLMD contact occurs in certain chief complaints of patients in non-transported calls.

**Design:** Retrospective, descriptive study focused on data obtained from EMS patient care reports (PCR) of non-transported emergency calls obtained from 10 EMS stations (distributed in East, West, South, North and Center of Riyadh) in Riyadh, Saudi Arabia for 3 consecutive months ( March, April and May 2014).

**Results:** Type of case Vs. OLMD contact: The majority of non-transported (761) calls (62.4%) OLMD contact did not occur. While 321 calls (26.33%) reported on-line medical contact, it is not clarified in 137 calls (11.2%). One hundred seven (107) calls (46%) have not been documented whether they were medical or trauma and 81 calls (34.9%) have not been documented whether there were OLMD contact or not. Chief Complaint of non-transported calls: Non-transported calls in which the chief complaint related to musculoskeletal system and nervous system represent 237 times (19.4 %) ( $X=21.8$  Std.D=9.57  $V=91.73$ ) and 231 times (18.9%) ( $X=23.1$  Std.D= 9.12  $V=83.21$ ) respectively. The majority of non-transported calls 504 (41.3%) were not specified in the revised PCRs. There were calls related cardiac system (48 =3.9%), cardiovascular system (40 =3.2%), general weakness (68 =5.57%) and respiratory system (75 = 6.1%).

**Conclusion:** This study reveals that OLMD played no role in the decision of patient transportation in the majority of non-transported calls in the PCRs reviewed. From our result, the enormous majority of non-transported, OLMD contact did not occur. It reveals also major deficiency in EMS documentation. In a large proportion of non-transported calls patient chief complaints were not mentioned.

**Notes:**