

	STAFFORD COUNTY FIRE AND RESCUE DEPARTMENT EMS INFORMATIONAL BULLETIN	
	NUMBER: 2022-004	DATE: May 24, 2022
	ISSUED BY: Brian J. Frankel, Deputy Chief EMS Division	
	SUBJECT: Mobile Integrated Health Referral Process	

PURPOSE:

This EMS Information Bulletin (IB) describes the process for field personnel to make patient referrals into the Mobile Integrated Health (MIH) Program.

BACKGROUND:

The MIH program provides non-emergent healthcare coordination for patients that frequently utilize the 911 system to access needed healthcare resources. This occurs through collaboration with various healthcare entities within the Stafford County. The primary focus of the program is to reduce avoidable, non-emergent medical calls and help direct patients to available healthcare resources in the county.

POLICY:

Field clinicians who identify patients that may benefit from the MIH program are encouraged to refer into the program. The following are examples of appropriate MIH referrals:

- Frequent 9-1-1 calls/transport
- Frequent falls
- Frequent hypoglycemic citizens
- Frequent lift assists
- Lack of primary care physician
- Lack of insurance
- Inability to obtain/fill prescriptions

Referrals should be submitted via the Fire and Rescue Members Area website.

https://staffordcountyva.gov/government/departments_f-o/fire_and_rescue/members_area/mobile_integrated_health.php

When submitting a referral, you will need to include the following pertinent information:

- Patient Name
- Patient Date of Birth
- Patient Address
- Patient Phone Number
- Incident Number(s)
- Reason(s) why citizen would benefit/major provider concerns

Prior to referring a citizen, inform them that a representative from our department will be contacting them. You may also provide them a copy of the “What is Mobile Integrated Health” which is available on the department’s website. This approach encourages enrollment into the program.

For additional information, please contact Technician Amy Wilmerton at (540)783-9342 or via email at: AWilmerton@staffordcountyva.gov