The Commonwealth of Massachusetts

Executive Office of Health and Human Services

Department of Public Health

Bureau of Health Care Safety and Quality

Office of Emergency Medical Services

**Mobile Integrated Health Care (MIH) Program**

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**TO:** Mobile Integrated Health Program Applicants

Mobile Integrated Health Care Program with ED Avoidance Component Applicants

**FROM:** Elizabeth D. Kelley, MBA, MPH, Bureau Director

**DATE:** November 26, 2018

**RE:** Policies and Procedures for obtaining informed consent

In accordance with 105 CMR 173.100(A)(8)(f), Mobile Integrated Health (MIH) Program applicants must have policies and procedures addressing the process for obtaining a patient’s informed consent at each clinical encounter. This document provides specific information that must be included within the MIH Program’s policies and procedures for obtaining a patient’s informed consent.

**MIH Programs**

The policies and procedures of an MIH program must outline the method by which verbal and written consent for a patient to be treated as an MIH patient will be obtained and documented, including a description of how patients will be enrolled in the program.

**MIH with ED Avoidance Component**

In addition to the requirements above, the informed consent policies and procedures for MIH Programs with an ED Avoidance component must specifically outline:

* When patients are eligible for inclusion in the MIH with ED Avoidance program;
* How written refusal to transport will be obtained;
* How written consent will be obtained for a patient to be treated as an MIH patient;
* Describe how refusal and consent will occur after consultation with on-line medical direction and in accordance with ED Avoidance Protocols.

Consistent with 105 CMR 173.100(A)(2), a responding paramedic who is part of an MIH Program with ED Avoidance component may request consent to treat the patient as an MIH patient and obtain the patient’s refusal to transport ***only*** after an assessment and consultation with on-line medical direction which result in a finding that the patient may be more appropriately managed as an MIH patient.

Additional guidance on ED Avoidance, including Department-established protocols for transferring patient care to an MIH Program, may be found at: [www.mass.gov/MIH](http://www.mass.gov/MIH).

Should you have any questions about these requirements, please contact the Department’s MIH program at 617-753-8484 or at MIH @state.ma.us.