

SAN FRANCISCO EMERGENCY MEDICAL SERVICES AGENCY

Effective: 09/01/11
Supersedes: 01/01/11

Protocol: P-053

AGITATED / VIOLENT PATIENT - ADULT

INFORMATION NEEDED

- Surroundings: Scene safety, informants or caregivers available, police on scene if necessary.
- Inciting event, patient's baseline status, medical complaints.
- Medical history: Psychiatric and medical problems, medications, and allergies.

OBJECTIVE FINDINGS

- *Agitated or violent patient*: a patient who exhibits irrational, reckless, or aggressive behavior that endangers him/her or others.
- Vital signs.
- AVPU and neurological assessment.
- Signs of trauma.
- Pupil size and reactivity.
- Medical information tags, bracelets or medallions.
- Blood glucose level.

BLS Treatment	ALS Treatment
<ul style="list-style-type: none">• ABCs, Routine Medical Care.• Attempt verbal de-escalation. Involve caregivers. Utilize even vocal tone and be aware of body language and threatening physical gestures.• Consider physical restraints (4-point, soft restraints with patient in supine position if possible) if patient continues to represent danger to self or others.	<ul style="list-style-type: none">• Continuous cardiac and pulse oximetry monitoring.• Midazolam 5 mg IM or 2.5 mg slow IV push; may be repeated once in 5" to a maximum dose of 5 mg.

DOCUMENTATION

- Neurologic assessment documented.
- Blood glucose level results.
- If blood glucose < 80 mg/dl, dextrose given.

PRECAUTIONS AND COMMENTS

- If the scene appears unsafe, law enforcement should be contacted.
- All patients should receive a primary and secondary assessment, pulse oximetry, and blood glucose level.
- Attempts at verbal de-escalation should be made before restraints are applied.

SAN FRANCISCO EMERGENCY MEDICAL SERVICES AGENCY

Effective: 09/01/11

Protocol: P-053

Supersedes: 01/01/11

- Physical restraints must not be placed in such a way as to preclude evaluation of the patient's medical status (e.g. airway, breathing, circulation), necessary patient care activities, or in any way jeopardize the patient. Circulation to the extremities (distal to physical restraints) should be evaluated frequently. If handcuffs are applied by law enforcement, a law enforcement officer shall accompany the patient in the ambulance.
- All patients receiving a chemical restraint must be closely and continuously monitored.
- Midazolam may cause hypotension and decreased respiratory effort.
- The minimum physical or chemical restraint necessary to accomplish patient care and safe transportation should be utilized.
- The receiving facility should be informed if a patient receives a chemical restraint.

ALGORITHM FOR EVALUATING AND MANAGING AGITATED PATIENTS

