



We heal and inspire the human spirit.

To: All PCPs
From: IEHP – Quality Systems
Date: October 2, 2024
Subject: **UPCOMING: Emergency Instructions Survey - PCPs**

We will begin our annual **Emergency Instructions Survey on October 7, 2024**, to ensure Providers are giving correct directions to Members when an emergency occurs.

QMetrics will administer the survey to every PCP office on behalf of IEHP through one (1) call during business hours of 8:00 AM to 5:00 PM to assess compliance with DMHC and NCQA emergency instructions.

Emergency Instruction Question:

1. What would you tell a Member who states he/she is dealing with a life-threatening emergency situation?

- "Emergency situation" includes but are not limited to persistent chest pain, severe bleeding, trouble breathing/not breathing, acting on homicidal or suicidal thoughts, highly erratic behavior, etc.

Compliant Responses:

- Advise Member to hang up and call 911
or
- Go to the nearest emergency room

Please ensure that both staff and any automated recording/voicemail provides the compliant responses.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

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