

SCT-ERCS: EMERGENCY REMOTE CLINICAL SUPPORT

Specialized Care Team – Emergency Remote Clinical Support (SCT-ERCS)

Provider-to-provider specialist consultation to support clinical decision-making during disasters and public health emergencies.



What is it?



Network of medical specialists providing remote clinical consultation to deployed healthcare providers.

Purpose



Provide timely access to specialist expertise to support diagnosis, management, triage and transfer decisions.

For Who?



- Emergency Medical Teams (EMTs)
- Specialized Care Teams (SCTs)
- Ministry of Health-designated facilities
- Mobile hospitals & temporary camps
- Other response locations

Important



- Provider-to-provider consultation only.
- Does not replace the responsibility of the treating provider.

The Role of CICOM



- 1 Provider registers in CICOM**

Provide timely access to specialist expertise to support diagnosis, management, triage and transfer decisions.
- 2 CICOM creates authorized roster**

CICOM identifies and confirms authorized field providers and maintains a pre-approved roster jointly with the SCT-ERCS Network.
- 3 Roster shared with SCT-ERCS**

CICOM shares the roster with SCT-ERCS. Only providers on this list can access consultations through the dispatch desk.

How it works (consultation flow)



Key principles

- **Provider-to-Provider Only:** No direct patient care.
- **Confidentiality:** Share only the minimum necessary information. De-identify whenever possible.
- **Clinical Responsibility:** The treating provider remains responsible for all patient decisions.
- **Timely Support:** We aim to respond as quickly as possible based on urgency and availability.
- **Support, Not Replace:** Advice is advisory and supports clinical judgment.