

## **EPC EMS MDC Engagement and Correspondence Process**

1. All correspondence should be directed to the EPC EMS MDC Chair during regular business hours by email or regular mail. Phone calls will be accepted, but for documentation purposes a call will not replace email or regular mail. Correspondence must be received by the end of business day on the second to last Wednesday of the month to be considered for discussion during the following EPC EMS MDC meeting on the first Thursday on the following month. All correspondence received after 5pm on the second to last Wednesday of the month will be slotted for discussion one month later. The complexity of the correspondence will dictate the timeline for discussion, investigation, and reporting.
2. The committee Chair will disseminate all correspondence to the MDC members for discussion. If the correspondence is related to a patient complaint/inquiry, the information will be assigned to the appropriate healthcare system for investigation. The lead investigator for each healthcare system will rotate among the MDC members.
3. After investigation, the lead investigator will present the facts via email to the members of the committee one week prior to the next regularly scheduled meeting. Each case will be placed on the agenda for discussion of the committee.
4. Findings will be presented at a regularly scheduled meeting. After review, the findings will be formatted into the approved template. The findings will be presented to the questioning healthcare system by a member of the committee that represents a single point of contact from the respective healthcare system as determined by the committee.