



# SULLIVAN COUNTY 911 COMMUNICATIONS

**Subject: EMS Dispatch Guidelines**

**Section: 600**

**Created: 02/01/2010**

**Revised:**

**POLICY:** Any emergency call received by this 911 Center, requiring an ambulance response, will be dispatched promptly and in accordance with the procedures outlined below. These guidelines are provided to ensure that there is consistency in the overall EMS dispatch methods. However because of the wide-ranging operational needs of the ambulance agencies serviced, specific department variations will be listed on the EMS automatic response sheet.

**PROCEDURE:**

1. All calls requiring an EMS response are to be handled through the guidelines of APCO EMD Protocol.
2. Upon dispatch of any emergency call the dispatcher will check the automatic response sheet and CAD alerts for any special procedures in effect for the department and proceed accordingly.
3. Address and location information should be verified as to proper ambulance district, cross streets, and township. Exact and detailed information could be crucial in any given incident.
4. Utilizing the DISPATCH screen, the primary ambulance squad of jurisdiction will be dispatched including any simultaneous dispatch agencies. (ALS, AMA, etc.)
5. Radio dispatches should be brief & clear and include:
  - a. Call sign "Sullivan Dispatch"
  - b. Name of squad
  - c. Nature of the incident
  - d. Basic location information with cross streets and common name, if available
  - e. Response determinant (BLS, ALS, ALS Priority)
  - f. Time
6. The SQUAD will be dispatched within the CAD system as soon as possible to trigger a text page for said agency.
7. At the conclusion of the incident, units may call for their incident times including: Dispatch, Responding, At Scene, Leave Scene, At Hospital, Leaving Hospital, Back in Service.
8. **PAGING SEQUENCE:**
  - a. Continue to page the home squad for a minimum of 2 pages in 3 minutes until they have a full crew.
  - b. The dispatcher should indicate crew status and need for a crew on each page. Once a crew is formed, a tone for full crew should be done.
  - c. A crew is considered to be (2) responders (Driver capable member & EMT) although some squads may respond with additional crew members also.
9. **MEMBER CALL IN:**

Squad members should call into the 911 Center to indicate their response utilizing their Squad ID number, and whether they are responding to the scene or to base. Avoid all members from responding directly to the scene, someone needs to get the ambulance. Do not allow responders to tie you up on the phone for details. The first responder to base should call for further incident details if necessary. Squad members are not to call for information as a result of a page unless they are responding for that call.



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## 10. ADVANCED LIFE SUPPORT:

- a. A Paramedic ALS unit is to be simultaneously dispatched with the primary ambulance squad for all ALS and ALS Priority coded calls. Dispatchers are to utilize the nearest available ALS unit.
- b. In the event that an AEMT level unit responds to a call, a Paramedic ALS unit (Level 4) will be simultaneously dispatched.
- c. Availability and location of ALS units is determined by ~~each service's ability to provide updates to the 911 Center. Updates are required minimally at the start of each shift and throughout the day when units change location or status. Each ALS unit shall provide their location and highest available level of care~~ the units automated vehicle locators (AVL) which is required to be provided to the 911 Center. The 911 Center has the authority to request compliance from any service concerning their location at any given time.
- d. If an ALS unit updates their location immediately following a dispatch and another ALS unit has already been dispatched, the already dispatched unit should remain on the call providing the units are equidistant. The closest ALS unit will always be utilized in the best interest of patient care.

## 11. MUTUAL AID:

If an ambulance squad does not form a crew within 5 minutes from initial activation, in the event of an BLS level call, EMS Dispatch will dispatch the next closest appropriate unit. In the event of an ALS or ALS Priority level call, the call may be turned over to the responding ALS unit or in cases of a lengthy ALS response the next closest appropriate ambulance will be dispatched. A member of the squad of jurisdiction may at the time of a call request alternate mutual aid provided it follows Sullivan County's policy of closest unit. EMS Dispatch should not be asked to tone for additional manpower once mutual aid activation has been initiated since the preceded tones had obviously not yielded the necessary response. This will not prohibit an already formed crew from requesting additional pages for manpower, lifting assistance, etc.

Mutual Aid can be cancelled only when one of the following occurs:

1. A request to cancel the ambulance is received from an EMS first responder at the scene,
2. The squad of jurisdiction forms a crew and responds,
3. It is determined that a patient is no longer at the scene.

If a Squad fails to respond an ambulance to any call, EMS Dispatch will place the Squad on Automatic Mutual Aid (AMA) status for all additional calls. Under AMA status the squad of jurisdiction will receive (2) dispatches in 3 minutes and the closest appropriate mutual aid squad, ~~in addition to a County EMS first-response unit when available and response would expedite care,~~ will be dispatched simultaneously. The Squad will remain on AMA status until such time as the Captain requests return to regular service or the Squad answers a subsequent call within 5 minutes of initial activation. A squad Captain may request his/her squad be placed on AMA status at any time.

The exceptions to being placed on AMA status include:

1. A squad being sent mutual-aid to another squad (outside their jurisdiction) and unable to form a crew.
2. A full crew voluntarily turns the call over to another agency so they may remain in service.
3. A squad is unable to crew for a 2<sup>nd</sup> (simultaneous) call in their district.

In these instances AMA status will not be activated.

To assure that Squad members know that AMA status has been enacted, a list of Squads on AMA will also be included with the daily EMS announcements.