January 2012

EMS Dispatching Procedures

Dispatch will be indentified as EMS CONTROL when operating on the EMS Channel

General Response Guidelines:

1) **Since use of Radio Alerting equipment is more efficient than telephone notification, EMS personnel should be "Toned" whenever possible.**

2) **Whenever the EMS Station is manned when a call is received the EMS Duty Crew should immediately be "Toned" and advised of the call.**

3) **After EMS acknowledges the call the dispatcher should also confirm that the Police (if available) are also responding. If Police are unavailable to respond, the ambulance should be so advised.**

4) **EMS should acknowledge the call and if an EMS crew member not in the station acknowledges; the ambulance responding should be so advised.**

5) **Whenever the EMS Station is manned, Carver EMS personnel bring the ambulance to the scene. Any questions pertaining to the handling of the call should be directed to the responding EMS personnel or the ranking EMS person responding.**

6) **Whenever the EMS Station is unmanned when a call is received, a SECOND CALL tone should be transmitted for two members of the EMS Department (EMTs or Paramedics) to handle the call. Which one of the responding EMS personnel is going to pick-up the ambulance should also be determined.**

7) **When announcing a call which meets the criteria for Advanced Life Support (ALS) the dispatcher's announcement should identify the call as a "Code A Response". (See attachment for ALS Dispatch criteria).**

8) **All EMS calls should have an EMS Incident Card completed and punched with the appropriate times throughout the call.**

9) **Carver EMS standard staffing is one Paramedic and an EMT on duty at all times with at least one crew member in the station. There will be times when you will be advised to have a second Paramedic respond to a call. This will usually happen when a patient is in unstable condition and state protocols require that an attempt be made to have a second Paramedic on the call. When this happens you should:**

   Transmit a SECOND CALL Tone for any available Paramedic to respond to (type call and location).

   For example: EMS Control to any available Paramedic, we need one Paramedic to respond to (type call and location).

   You should wait 30 seconds and if no Carver Paramedic has confirmed that they will respond, you should call AMR and request Medic 1 or Medic 58 respond if available. If they are not available you should advise the EMS Crew and await any further instructions.

10) **Carver EMS provides Emergency Medical Dispatch (EMD) through an agreement with American Medical Response (AMR) via the single button Medical Transfer. For further guidance on when it should be used see September 22, 2004 memorandum. (attached)**

11) **Carver EMS works two 12 hour shifts (6 to 6). Dispatchers should look at the schedule each shift to assure awareness of which personnel are on duty. When a call crosses from one shift into the next or "a late shift second call" occurs, Dispatchers should check if any members of the next due "Duty Crew" is tied up on the calls in progress in order to determine the availability of the next "Duty Crew" for calls. They should also check if a member of the next Duty Crew is in the station.**

12) **Mutual Aid (Carver's request)- Carver EMS has an agreement that AMR Medic 1 (presently garaged in Plympton) will be contacted as the first ambulance used for Mutual Aid. After AMR is contacted, if they are**

unavailable, then Plymouth County Control should be contacted to provide additional ambulances. Carver Fire Dispatch will do this if they are operational.

The above procedures are guidelines, which will be followed the vast majority of the time; however, when the situation dictates they may be altered as may be deemed appropriate.

NOTE: ALL SECOND CALLS, REQUEST FOR ADDITIONAL PARAMEDICS OR EMTs OR BASICALLY ANYTHING OTHER THAN A TONE FOR THE DUTY CREW SHOULD BE TONED USING THE SECOND CALL BUTTON.

Dispatching Procedures- Station on Manned Status

1) Non-MVA Medical Emergency (standard procedure)

A. Tone the EMS Duty Crew and make the following announcement: EMS Control to the EMS Duty Crew; you are responding to (address/name) for a (state type of Medical Emergency). "Code A Response" if appropriate.

B. Once EMS acknowledges receipt of the call, if Police Cruiser's have not yet acknowledged, confirm that they have received the call.

C. Advise the ambulance when the response of any EMS Crew member not in the station is confirmed.

D. If out of Town ALS is responding, when they sign on the air, relay the direction of travel to the call which has been provided by the responding EMS personnel.

2) Reported MVA (Unknown P.I.s)

A. Generally, no EMS response is initiated until there is a confirmation of P.I.s. If at any time the Dispatcher, Police personnel or EMS personnel feel that the nature of the call sounds serious (such as a head on MVA for example or a rollover) they can initiate an EMS response prior to confirmation of P.I.s.

B. Any report of an MVA involving a pedestrian or a person on a bicycle or motorcycle is a "Code A" response.

C. If and when an EMS response is initiated the procedures outlined in 1) above should be followed.

3) Reported MVA (with P.I.s)

A. Tone the On Duty EMS Crew following the standard procedure outlined in 1) above.

B. Note that MVAs involving pedestrians, bicycles, motorcycles and extrication are automatic "Code A" responses. (See Automatic ALS Dispatch criteria).

4) Request for second ambulance to the scene

A. Transmit a SECOND CALL Tone for two additional available EMTs or Paramedics. Example: EMS Control to any available EMTs or Paramedics, we need two EMTs or Paramedics to (either respond directly or (pick-up the ambulance) and respond to an MVA at (give location). Allow two minutes for off duty personnel to respond to the tone.

B. If less than two EMS personnel confirms their response Mutual Aid should be started with Medic One being contacted first.

5) Second Ambulance Run

A. Assuming the first ambulance is not available then: Transmit a SECOND CALL Tone for two additional available EMTs or Paramedics. Example: EMS Control to any available EMTs or Paramedics, we need two EMTs or Paramedics to (either respond directly) or (pick up the ambulance) and respond to (type emergency) and (give address). Code A response if appropriate.

Allow 2 minutes for EMS personnel to confirm their response.

B. If less than two EMS personnel confirms follow 4B above or if the ambulance has already reported from the hospital that they have "passed of the patient to the hospital" and therefore are available to leave the hospital for a call they should be contacted via cell phone and directed to respond to the call.

C. Once the ambulance has cleared the hospital they should be given second calls rather than have the called toned for off duty personnel.

D. If the call is a "Code A" response (for either 4 or 5 above) and no Carver Paramedics are responding (see list of Paramedics) you should contact AMR and see if Medic 1 or 58 is available.

6) Report of a "Working Fire: by the Fire Department

A. Tone the Duty Crew to respond to a "Working Fire" at (give location). The ambulance is to be considered available for another call unless you are advised differently by EMS personnel.

B. If a request for the ambulance is received while it is standing by at a fire scene you should contact the ambulance, advise them of the call and confirm that they will respond.

7) Mutual Aid (our request)

A. Contact Plymouth County Control and give them the specifics of the request. Note: Carver Fire Dispatch will do this when they are in operation.

8) Mutual Aid (Request by other Town)

A. Tone the Duty Crew to respond with the ambulance to the requesting town at the requested location.

B. If our duty crew is tied up on another call, transmit a SECOND CALL tone for a second crew. If an adequate crew is not confirmed within two minutes the requesting town should be advised that we do not have an ambulance available.

9) Search Policy

A. If the Fire Department initiates a formal search the EMS Director or, in there absence, the EMS Deputy Director or an EMS Supervisor should be contacted and advised.

10) Plymouth Airport Crash Box

A. Tone for the Duty Crew using standard procedure to respond. Make "Code A" response. If the DUTY CREW is unavailable, follow standard second call procedures.

11) Mass Casualty Incident (MCI)

A. When advised by on scene EMS personnel of the declaration of a level 1 or 2 MCI you should notify Plymouth County Control (Fire Dispatch will make the notification when they are operational) and pass on all pertinent information regarding the specifics given and the need for mutual aid.

B. Notify the Fire Chief of the incident and initiate a Fire Department response per Fire Department Dispatch procedures

C. Follow directions of EMS personnel on scene regarding the response of our second ambulance and additional EMS personnel. (Refer to the MCI Manual in the Dispatch Center for additional information).

12) Request for Helicopter

A. Follow instructions of EMS personnel on scene. Notify the Fire Department.

B. **Request Helicopter through Plymouth County Control. Fire Dispatch will do this if they are operational.**

13) Request for additional EMS Stand-BY

A. Notify the EMS Director or Deputy of the request.

14) Massachusetts MCI Task Force Request

A. If you are contacted and requested that Carver provide an ambulance To a long term deployment Mass Casualty you should contact the EMS Director or EMS Deputy Director immediately and await instructions.

15) Any request for a Paramedic Intercept from another Town or service should have the Duty Crew toned. If the Duty Crew is unavailable, the requesting entity should be advised that we do not have a Paramedic available to assist them. Request from Plympton for Mutual Aid should be queried to confirm whether the call is for a Paramedic Intercept or Mutual Aid and then the appropriate procedure should be followed.

16) Additonal procedures still in effect and in Dispatch for Reference:

ALS Dispatch Criteria

September 22, 2004 EMD memo

MCI Manual

Police Administrative Order ADM 4.10 dated 7/28/2010 pertaining to Police Response to EMS calls

Air Ambulance Procedure