

# LEON COUNTY E.M.S.

## Standard Operating Guideline

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Title: Communications – 10-24 Request From Crew  
Effective: June 6, 2005  
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Pages: 1

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### I. Purpose:

To define the duties and procedures that should be taken by dispatchers in the event of a 10-24 (Emergency) request for assistance.

### II. Responsibility:

In this case, no delineation is made between the responsibility of the System Status Controller or the EMS dispatcher. Both persons should be equally alarmed and take the steps outlined in this procedure together.

### III. Guideline:

In the event that a crew member on a unit assigned to a call states “10-24,” the following steps should be taken:

1. Every local law enforcement agency with jurisdiction in the location of the call will be notified and asked to respond 10-18 (with lights and sirens.)
2. Once law enforcement has been notified, the dispatcher will state on the radio channel where the call for help was placed: “...Copy 10-24 Medic ##, help is on the way.” If the unit replies and cancels the assistance, the dispatcher should request the unit call via telephone to confirm all clear.
3. The on-duty supervisor should be notified of the call for help and the location of the call and the supervisor should be placed en route to the crew in the CAD.
4. The unit will notify the dispatcher of their status and the need for any additional ambulances only after law enforcement arrives on scene and the scene has been secured.

In the event that a crew member activates their 800MHz alarm (**Orange Panic Button**), the unit should be called no more than twice to determine their status. If after a second attempt, the unit does not respond, the dispatcher should immediately take the steps outlined above in the call “10-24” procedure. The phrase *"Medic 10- 24 is OK"* indicates same as 10-24 and may be used if a crew member has activated the "man down button" on the radio and is unable, due to bystanders, clearly indicate a need for help.