

LEON COUNTY E.M.S.

Standard Operating Guideline

Title: Communications – Emergent/Non-Emergent Requests for Service

CAAS: 201.05.01

Effective: June 6, 2005

Reviewed: September 2008, December 2012

Revision: 2

Pages: 4

I. Purpose:

The purpose of this policy and procedure is to standardize the methods of emergency and non-emergency response dispatching in order to enhance efficiency and meet the division's response time standards. This SOG covers all calls being fielded through the communications center including E-9-1-1 calls.

II. Policy:

All requests for service will be processed, the proper response for EMS and associated agencies will be determined and all necessary resources will be dispatched to adequately handle the requests in the fastest and most efficient manner possible.

III. General Information:

- A. Speaking in a calm manner will help calm an excited caller.
- B. An incoming call on the E-9-1-1 will indicate the location and phone number of the caller. You must confirm the information provided and whether or not the location indicated is where EMS needs to respond.
- C. All pay telephones have the location/address typed on its face. Ask for the address of the payphone.
- D. Maps are provided in both RightCAD® and E-9-1-1 to aid in verifying the location. Several Map books as well as Visual GIS are available.
- E. The following questions may be useful in making certain of the location:
 - 1. Name of the nearest cross street or primary road?
 - 2. Street, Avenue, Drive or other suffix?
 - 3. Residence or Apartment?
 - 4. If apartment, complex name, building number and apartment number?
 - 5. If a commercial establishment, name and former name?
 - 6. If a remote location, ask for detailed directions and ask that someone go out to meet the ambulance.
 - 7. Ask for a caller to step out or leave the front door open.
- F. Use the cross reference book for difficult address; also check with other agencies... LCSO, TPD, TFD may have an idea where the address is.

IV. Guideline:

The most important underlying concept is to have the shortest possible response time for each emergency request.

Receiving Requests & Vehicle Notification:

1. Answer the telephone: “Leon County EMS, how may I help you?” Remember keep your tone of voice positive and professional. E-9-1-1 calls should be answered: “9-1-1 EMS, What is the address of your emergency?”
2. Open the RightCAD® Emergency Call taking screen and obtain:
 - a) Address of the incident and location details
 - b) Call back number
 - c) Chief complaint

At this point, if taking a call from the general populous, the EMS Call taker should hit the ProQA™ button and begin the Q & A process. Callers with critical complaints should be kept on the line.

3. Once the call has been input and saved or the call is in the Open Work box (ProQA™ calls will automatically move to the open work box once the call taker has asked a determinant question) the System Status Controller will immediately:
 - a) Select the EMS unit that can get to the scene in the shortest amount of time, taking into account current traffic patterns, known road obstructions, construction, etc. This is done by comparing the vehicles on the map to the location of the call and/or polling the trucks in transit to posts for their location in relation to the call, etc. The information in the Candidate Rankings section of RightCAD® is NOT to be used as a stand alone resource. This resource, while at times helpful, only reflects the mileage between two points in a straight line and does not reflect traffic patterns, layout of roads, bodies of water, driving mileage, interstates, etc. Computerized map programs are not a substitute for the judgment, experience, and knowledge of the System Status Controller. Once a unit is selected, the call should be assigned to that unit, thus automatically generating a page to the crew of that unit. An ambulance responding to a code 1 or 2 call should be diverted to the higher priority assignment if they are the closest unit. It remains the responsibility of the SSC to review the ProQA™ summary of the call and ensure it has been appropriately prioritized. (Calls should not be downgraded unless there is specific information that suggests otherwise.)
 - b) Notify TFD of the call by electronic methods or calling them.
 - c) For a call assigned to a City SSM deployed unit, generate an alert tone on Ch.1 of the radio and provide the call information; A primary road and cross street may also be added/substituted. For a call assigned to a County Stationed unit, page out the unit on Ch.4 and provide the COMPLETE call information, as some Volunteer F.D.’s monitor this channel for calls in their respective area.
 - d) Any problems/unusual occurrences or additional requests should be added to the call under “trip notes.”
4. While the EMS crew is en route to the call, the Call taker should obtain further

- information as needed such as hazards, number of patients, and any other information that would be helpful or requested by the crew or System Status Controller (SCC).
5. The SSC will allow up to 30 seconds for the dispatched units to acknowledge receipt of the call. If there is no response after 30 seconds, the SSC will attempt to raise the unit by radio and/or pager to verify receipt of the call. If unable to make contact with the unit, the next closest unit will be dispatched through the steps listed above and the on-duty supervisor will be contacted and sent to the last known location of the out-of-contact unit.
 6. Once the unit has called en route on ch.2, the ch.2 EMS dispatcher will provide the dispatch priority code, the address of the call, location specifics, primary route, major cross streets, the reference of the call and the ProQA™ summary, if applicable. The ch.2 dispatcher is also responsible for providing any additional dispatch information noted in the call and handling any requests regarding the call made by the responding crews. (This does not include specific alerts such as trauma, stroke, etc.; see sec 2.7)
 7. Notification of any other agencies needed, will be made by telephone. A location/address of the call and the reference will be provided. The notification of additional agencies will be logged in the “trip notes” section of each call.
 8. Cancellation/Downgrading. LCEMS will downgrade or cancel an emergency response based on information received from TPD, TFD, LCSO, FHP, FSUPD, FAMUPD, TCCPD, CPD, or FDLE. Cancellation/Downgrade must be accomplished on a recorded telephone line/radio channel.
 9. If LCEMS arrives on scene first, any pertinent information shall be relayed to all other agencies responding to the call.
 10. The Unit on scene will be responsible for notifying the SSC on Ch.1 of the need for any additional back-up units or other resources. (Man power, animal control, utilities, etc.)
 11. The EMS dispatcher operating ch.2 will be responsible for checking on the status of a unit that has been on scene for 30 minutes. (Unless the crew has already advised of the situation)

Multiple Vehicle Response Criteria:

1. It will be the responsibility of the SSC to evaluate the need for a multi-vehicle response if information received during the request(s) for service warrants it. Listed below are examples of situations that may result in the dispatching of multiple EMS units to one scene.
 - Multi-vehicle MVC
 - Multiple gun shot wounds
 - Multiple patient stabbings
 - Confirmed Aircraft incidents
 - Train Incidents
 - Bus Incidents
 - Multi-patient violent riot (only with a secure scene)
 - Multi-patient structure fire (i.e. nursing home fire)
 - Multi-patient cardiac arrests

2. The on-duty supervisor will be dispatched at the discretion of the SSC or if a unit on scene requests they respond. Listed below are some examples of situations where the SSC may choose to dispatch the on-duty supervisor.
 - Gun shot wounds
 - Stabbings
 - Cardiac arrest
 - Drowning
 - Multi-vehicle/Multi-patient MVC
 - Electrocutions
 - HAZMAT incidents
 - Train incidents
 - Bus Incidents
 - Multi-patient structure fires
 - Extended extrication/entrapment
 - Potential RSI patients

Requests for Service from other agencies:

Calls received from other agencies should be given the same priority as emergency calls on E-9-1-1 and should be handled similarly. When taking calls from another agency, the call taker should utilize the SEND™ Protocol. (Secondary Emergency Notification of Dispatch) The following information should be obtained.

1. Chief complaint and incident type?
2. Approximate Age?
3. Conscious: Yes/No...or alert?
4. Breathing: Yes/No...or difficulty?
5. Illness cause (age 35 or over): Is there chest pain?
6. Accident/injury cause: Is there severe bleeding (spurting)?
7. Response mode: Emergency or Routine...and why? (if not obvious)