



Standard Operating Policy and Procedure Guide

Department Communications	Type Communications	Effective 8/15/11	Revision 8/15/2014 / 5/18/20
Number 2.14.2	Topic Non-Emergency Calls, Dispatching	Approvals (A/L) DM/WR	Reviewed 8/20/2014

OVERVIEW

Amerimed Communications must obtain as much accurate pertinent information for non-emergency calls and provide to the unit(s) responding. An Amerimed unit will not respond Emergency to a non-emergency request in an effort to make a promised estimated time of arrival or to meet a caller's expectation of time of arrival.

SECTION A

1. Ensure the appropriate radio channel is selected.
2. "RADIO (Amerimed Radio ID), COPY A PRIORITY "2 or 3" CALL"
3. Crew should reply with unit number and current location (street and cross street).
4. RADIO (Amerimed Radio ID), (facility, including room number, facility, including room number, address if out of service area, address if out of service area), (specific chief complaint / reason for transport), (destination, if known), (any special equipment needed on the call), PICK UP TIME (pick up time requested, if applicable), APPOINTMENT TIME (appointment time, if applicable), CASE NUMBER (case number), TIME OUT (current time).
5. Unit should reply with unit number and state they are clear and en route to the call.
6. Advise unit(s) / agency responding further information as obtained.

"RADIO (unit), ADDITIONAL INFORMATION ON YOUR CALL, (information)."

7. If it is known that the patient is potentially contagious or has an infectious disease, advise unit of such vital information. See [3.9.1 Infectious Disease Control](#)

"RADIO (unit), UTILIZE UNIVERSAL PRECAUTION DURING TRANSPORT."