



Standard Operating Policy and Procedure Guide

Department Communications	Type Communications	Effective 8/15/11	Revision 8/15/2014 / 5/18/20
Number 2.5.2	Topic Emergency Calls, Dispatching	Approvals (A/L) DM/WR	Reviewed 8/20/2014

OVERVIEW

All emergency requests must be handled immediately. Amerimed Communications must obtain as much accurate pertinent information possible for emergency requests and provide to the unit(s) responding.

Units with staff whose level of certification is appropriate for nature of request should be dispatched. ALS (Advanced Life Support, at least one Paramedic on the unit) units should be dispatched on emergency calls, if available or if nature of the request requires ALS treatment/intervention. If a BLS (Basic Life Support, two EMT's (Emergency Medical Technician) on the unit) unit is closest to the location of the call, that unit should be dispatched emergency as a first responder and may ultimately be the transporting unit. MIH units may also be used to first respond to emergency calls as needed and available. If requested by a BLS unit, an ALS unit should also be dispatched emergency to the location of the call. Once the BLS unit has arrived and assessed the patient, it will be at the discretion of the senior EMT on the BLS unit to cancel or continue the ALS unit for transport.

SECTION A

All Emergency Calls Must Be Dispatched Via Radio:

1. Ensure the appropriate radio channel is selected.
2. "RADIO (Amerimed Radio ID), COPY APRIORITY ONE CALL."
3. Crew should reply with unit number and current location (street and cross street).
4. "RADIO (Amerimed Radio ID), RESPOND PRIORITY ONE TO (numeric address, numeric address, street name, cross street, city, if out of unit's immediate service area), (specific chief complaint/nature of call), (destination, if known), (additional information about request), 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. Relay any additional information as it is received:

"RADIO (Amerimed Radio ID), ADDITIONAL INFORMATION ON YOUR CALL, (information)."

7. If it is known that the patient is potentially contagious or has an infectious disease, advise the unit of such vital information. "RADIO (unit), UTILIZE SPECIAL UNIVERSAL PRECAUTION DURING TRANSPORT."
8. Expect patient information and drug/IV administration information throughout the call.

