



SENECA COUNTY

Emergency Services



Subject: Dispatching of Seneca County EMS Ambulances

Reference Number: 14

Effective Date: May 1, 2022

Review Date: Annually

Purpose:

The purpose of this guideline is to provide a framework and checklist for the Seneca County Emergency Medical Dispatcher to utilize in the dispatching of an ambulance.

Background:

Dispatching is a significant component of every EMS system. The dispatcher, in a sense, is the eyes and ears of the squad. Mutual respect and courtesy must be maintained at all times between the squad personnel and the dispatchers to assure an appropriate and professional flow of information from the time the tone is given until the squad is back in their service area.

Policy & Procedure

1. DISPATCH PROCEDURES:

Upon receiving a call requiring the dispatching of a Seneca County EMS Squad, the dispatcher shall:

- A. **RADIO CONSOLE/SCREEN ENCODER:** Select the proper single button on the panel/**touch screen monitor** for the squad (or Squad/Fire Dept.) to be dispatched.
1. In some cases the Fire Dept that needs to be dispatched is different than the squad. i.e. Clinton Fire/Tiffin EMS or AVR Fire & Bloom/Scipio EMS
- *The Fire Chief of each district will determine if Fire Dept units will be committed to the EMS response
- B. **PAGE THE SQUAD and Appropriate Fire Dept:** Press the button once. After the audible encode tones stop, give the dispatch information. Include:
- Type of Run: Advise the squad of the type of run-
 - Scene Location: Provide the scene address and any other known information that may be helpful to the squad such as, but not limited to: Township or Village of scene
Closest crossroad – utilizing compass heading (North/South/East/West)
- **North/South/East/West of major landmarks is extremely helpful to EMS crews**
- Nature of Call: Provide the nature of the incident.
 - Time of Call: Provide the time of day on all transmissions.

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- C. **IF INJURY ACCIDENT OR UNKNOWN:** Dispatch Fire/EMS per policy
- D. **IF KNOWN ENTRAPMENT:** Put *Air Ambulance* on Stand-By
- E. **CAR VS TRAIN CRASHES:** Anytime there is a car vs. train crash with injuries or unknown injuries, two squads should be dispatched initially. If it is known the crossing is blocked, and unknown what side of the tracks the vehicle has ended up on, the squads should be sent to both sides of the train if possible and practical. Relay any additional information to the responding squads. This procedure can also be utilized in any situation involving a mass transit vehicle, or multiple vehicles – it is recommended that the dispatcher utilize good judgment and call as much help as they anticipate is required for the initial response
- F. **The dispatcher should always dispatch EMS first for all EMS runs unless there is a potential for violence or an unsafe scene. Law Enforcement should be dispatched first and foremost in any potential unsafe situation that may require a law enforcement response.**
- G. Initiate the *IamResponding* Messaging as soon as dispatching via Radio is complete
- H. It is the responsibility of the Fire Chief (or authority having jurisdiction) to determine if Fire Dept units will be committed to the EMS response. This varies from district to district.

As full time personnel are added to Seneca County EMS – dispatch will be notified where full time crews are staffed and the hours they are on-duty

SQUADS TO ADVISE THE DISPATCHER WHEN THE FOLLOWING OCCUR:

- Clear On Call: acknowledging receipt of the call.
- Enroute to the Scene physically going to the scene.
- On Scene: physically arrived on scene.
- Enroute to Hospital: physically going to hospital and continue out of service until they are back in service at the hospital.
- Arrival at Hospital: Arrived at hospital
- Back In Service: physically back in service.

***These times are to be logged on the Computer Cad System (ProPhoenix) form for the call for service as they come in.**

2. NORMAL TIME ALLOWANCES

- A. **SQUAD RESPONSE...ACKNOWLEDGING THE CALL:** If five (5) **(2 min for paid crews)** minutes after the first page, the squad has not “cleared the call”, repeat items A & B above under 1. Dispatch Procedures. (This is the SECOND page). If there is no immediate response or confirmation from the squad, dispatch the next closest, available squad. The dispatcher should consider inclement weather when applicable to response times. If the weather is unfavorable, a few more minutes may be added to this time.

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- B. **SQUAD RESPONDING...ENROUTE TO THE SCENE:** If the squad is not physically enroute six (6) (3 min for Paid Crews) minutes after the first page, dispatch the next closest available squad. The dispatcher should consider inclement weather when applicable to response times. If the weather is unfavorable, a few more minutes may be added to this time.
- C. **DISPATCHING TWO SQUADS TO THE SAME SCENE:** In either of the above conditions, if the original squad becomes available to respond, the dispatcher should not cancel either squad. Both squads, the original and the second squad, should continue to the scene. Advise both squads of the situation. The squads may communicate amongst themselves and may determine that one squad may cancel or respond, “Normal Traffic”.
- D. **Providing Times for Squads:**
Upon completion of an EMS run the squad personnel will require the dispatch log of times to complete the state required documentation. The Dispatcher is requested to fax the time log to the receiving hospital as soon as possible to allow the transporting squad to return to service as quickly as possible. Other means of transmitting times are appropriate and are left to the dispatcher’s discretion.
In situations of squad standby and/or no transport/refusals, the dispatcher is requested to fax or transmit the times to the EMS station.
The Echo unit will also require an enroute time and on scene time for documentation, these times can be attached to the standard form utilized by the EMS squads or may be transmitted by other means at the discretion of the dispatcher.

3. Dispatch Procedures for West Side EMS Districts

Bascom JAD is no longer a Seneca County EMS Unit effective May 1, 2022
Bascom JAD have requested to dispatch Squad 201 as their primary unit to all EMS requests in Hopewell & Loudon townships and Squad 202 as the secondary ambulance. If after 3 minutes Bascom JAD has not cleared the call, dispatch the next closest mutual aid squad to the EMS incident in Hopewell or Loudon Township. (per Bascom Chief 1)

Dispatching of Bettsville Ambulance 301:

- A. Bettsville is the PRIMARY EMS Squad for Bettsville, Liberty, and Jackson Twps, 301 should be the FIRST Squad dispatched in these areas**
Bettsville houses full time County Crews 168 hours/wk – Schedule on IaR
 Bettsville houses 1 Ambulance – Ambulance 301

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When dispatching a squad from Bettsville the procedure should be as follows:
Dispatch 301 using the procedures in Section 1 above.

- B.** If Bettsville district gets a run (or a second squad is needed with 301) immediately tone for NBS Squad 501 or North Central EMS (closest unit) to respond.
- C.** If New Riegel Squad 501 receives a run – check the OOS schedule to determine if Bloom/Scipio Squad 401 is available, and dispatch Squad 401 to standby on Station.

This procedure minimizes delays and decreases chute times (enroute times)

- D.** All Initial calls for service in Jackson & Liberty Twps shall be handled by Bettsville 301 as the first due ambulance to all EMS calls for service in their response area. There are contracted areas west of the village of Amsden that Fostoria Fire/EMS are primary response for. Use 911 Mapping for these calls for service. When Bettsville 301 is Out of Service, send the next closest squad available.

JLB 301 is the Primary EMS squad in Bettsville, Jackson, Liberty Twps.

- E.** All initial calls for service in NBS EMS primary response area (New Riegel, Big Springs, Seneca Townships) shall be handled by NBS EMS 501 as the first due ambulance to all EMS Calls for service in their response area.

NBS Squad 501 is the PRIMARY EMS Squad in New Riegel, Big Spring, Seneca Townships.

Bascom Squad is second due to all calls for service in NBS District when NBS 501 is on a run or out of service (unless another service is closer by geographic location). Dispatcher discretion, 911 Mapping & critical thinking should help guide the decision-making process in these situations.

- F.** IamResponding should be utilized for all messaging and notifications not suitable for radio transmission.
- G.** IF BOTH West side Units (301/501) are out on calls – consider dispatching an East side squad to move to a central location in the County to improve coverage. Either Seneca County SO or Seneca PSB.

4. Dispatch Procedure for East Side EMS Districts

A. Dispatching of Bloom/Scipio 401 in Bloomville

B. Bloom/Scipio 401 is the PRIMARY EMS Squad for Scipio, Bloom, Reed, & Venice Townships and all villages within those townships (Republic, Bloomville, Attica).

[Bloomville houses a Full Time County Crew 48hrs/wk -Schedule is on IaR](#)

Republic Houses 1 Ambulance – Bloom/Scipio 601

Bloomville Houses 2 Ambulances – Bloom/Scipio 401 & 101

- C.** When Dispatching a squad from Bloom/Scipio JAD the procedure should be as follows:
Dispatch Bloom/Scipio 401 using the procedures in Section 1 above

As soon as the dispatcher completes sending 401 to a call for service – Squad 601 manning shall immediately respond to Republic Station to ensure a crew is standing by to man a second squad.

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When 601 manning arrives on station, they will check on the air with “601 is manned and in service with 2 or 3 personnel”.

- D. If Bloom/Scipio 601 gets a run (or is needed as a second squad with 401) immediately tone for manning for Squad 101 at the Bloomville Station. Once a crew arrives on station, they will check on the air with “Squad 101 is manned and in service with 2 or 3 personnel”
- E. If all 3 East Side squads are dispatched to EMS runs, consider pulling a west side ambulance from NBS JAD to SR19/US224 or to the Sheriffs Office – critical thinking and consultation with the EMS supervisor (Echo1) on duty should help guide decision-making in these situations.
- F. Utilize IamResponding for all messaging and notifications not suitable for radio transmission.

Mutual Aid Response: See Seneca County EMS Mutual Aid Response Policy #57

-All Mutual Aid Requests will be at the discretion of Echo Paramedic Supervisor on duty
-All Mutual Aid responses will be a FULL EMS Response – Closest County Squad & Echo 1
-Any requests for JUST the Echo will require a FULL EMS Response with Echo1 & Closest County Squad – the Echo is not a transport unit, so a County ambulance must respond with the Echo paramedic.

- **Patient management authority rests with the certified EMS providers who have been properly dispatched to the scene. The authority for patient management flows from the lowest to the highest levels of emergency medical certification on scene – in Most cases the person in charge of medical decision making is the Echo paramedic – but could be EMS1/EMS2 or the physician medical director.**

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