



SENECA COUNTY

Emergency Services



Standard Administrative Guideline

Subject: Dispatching of Seneca County EMS Ambulances

Reference Number: 14

Effective Date: 3-09

Review Date: Annually, 2-2018

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 ENCODER (60 BUTTON PANEL):** Select the proper single button on the panel 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 Bettsville EMS/Old Fort Fire
 2. If a squad is OUT of Service – alerting that squad that another squad is enroute to their district will alert any available EMS personnel that are available of the call for service.
- 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 cross road

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Nature of Call: Provide the nature of the incident.

Time of Call: Provide the time of day on all transmissions.

Remote Print or Fax 911.

- D. **IF INJURY ACCIDENT OR UNKNOWN**: Dispatch Fire/EMS per policy
- E. **IF KNOWN ENTRAPMENT**: Put *Air Ambulance* on Stand-By
- F. **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

- G. **ANYTIME A SQUAD IS SENT OUT OF THEIR NORMAL RESPONSE AREA, USE THE APPROPRIATE “ALL CALL” BUTTON**

* Using the ALL CALL button will alert any available EMS personnel to a Call in their district*

NOTE: The dispatcher should always dispatch EMS first for all EMS runs. Dispatching other agencies before EMS only delays the response. The dispatcher should have ample opportunity to send other agencies after the squad has received their initial dispatch.

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.

Back In Service Area: physically back in squad’s normal response area.

2. NORMAL TIME ALLOWANCES

- A. **SQUAD RESPONSE...ACKNOWLEDGING THE CALL**: If five (5) minutes after the first page, the squad has not “cleared the call”, repeat items A & B above. (This is the SECOND page). If there is no immediate response or confirmation from the squad, dispatch the next closest, available squad. Anytime a squad is sent out of their normal response area, use the appropriate “All Call” button. 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) minutes after the first page, dispatch the next closest available squad. Anytime a squad is sent out of their normal response area, use the appropriate “All Call” button. 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.

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