



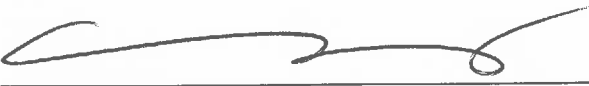

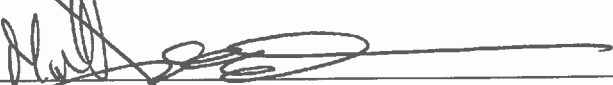
# Santa Cruz Consolidated Emergency Communications Center

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General Manager

## COMMUNICATIONS OPERATIONS EMERGENCY MEDICAL SERVICE POLICY

<b>Policy No.</b> 6369	<b>Date Issued:</b> June 1, 1996
<b>Section:</b> 6300 – Radio Procedures	<b>Date Revised:</b> November 8, 2004
<b>Accreditation Standards:</b> None	
<b>SUBJECT: INCIDENT PRE-ALERT</b>	
<b>APPROVED:</b> 	_____
Santa Cruz County EMS Authority	
<b>APPROVED:</b> 	_____
AMR West	
<b>APPROVED:</b> 	_____
Michael J. McDougall, General Manager	

The intent of a pre-alert is to provide a head start response for the field responders. Dispatchers should broadcast pre-alerts for every Fire/EMS incident. Pre-alerts will be as specific as possible regarding address and incident type. This will allow the appropriate personnel to start responding with the suitable safety attire.

Upon receipt of a call where the potential exists for response of Fire/EMS service, the following sequence shall take place:

- After ascertaining the general nature of the call (for example, medical, fire, accident), general location (Aptos, Freedom, Pasatiempo), and fire agency of jurisdiction, dispatchers will broadcast the information obtained on the Fire Red channel (Dispatch Net). Dispatchers will be as specific as possible with the nature and location of incidents.

Example: “Scotts Valley, medical aid, 3200 Scotts Valley Drive”

- Pre-alerts will be broadcast in a manner that allows field units to clearly understand the details.
- After broadcasting pre-alerts, dispatchers will follow the dispatch procedure per CAD, using the standard dispatch format.
- If a call is canceled between the time of pre-alert and actual dispatch, dispatchers will broadcast the cancellation on the Fire Red channel.

Responding units will advise “en route” after dispatch.