Santa Cruz Consolidated
Emergency Communications Center
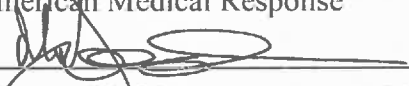
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9-1-1 FIRE
POLICE
MEDICAL

Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS
EMERGENCY MEDICAL SERVICE POLICY

Policy No.	**6370**	Date Issued:	June 1, 1996
Section:	6300 – Radio Procedures	Date Revised:	June 28, 2005
Accreditation Standards:	CALEA 6.3.1		

SUBJECT: STANDARD DISPATCH FORMAT

APPROVED: _____

Santa Cruz County EMS

APPROVED: _____

American Medical Response

APPROVED: _____

Michael J. McDougall, General Manager

Medical incidents will be dispatched on Fire Red. Dispatchers will broadcast medical incident dispatches in two segments, as follows:

First segment:

1. Pager tones

2. Voice broadcast, including:

      a.   Unit Assignment (agency, station, apparatus, and/or personnel assignment)

      b.   Incident Type (including chief complaint and any <u>brief</u> emergent information, i.e, CPR in progress, infant not breathing)

      c.   Location

      d.   Field unit/scene safety information (including premise history information, if safety related)

      e.   High and low cross streets

       f.   Map page and grid
       g.   TAC channel assignment
       h.   Time
       i.   System status moves

The second segment will be broadcast after the assigned units have advised they are en-route to the incident.

Second segment:

1. Additional information regarding site access (i.e., residence is in a gated community, gate code is...)

2. Additional information regarding the incident type (i.e., 63 yo female, conscious and breathing...)

3. Additional information provided by comment flags and premise history (not safety related).

4. Additional information as requested by responding unit(s).

Examples:

"Engine 3411, Medic 4, medical, priority C-Charles, chest pain, at 1385 Brommer, apartment 4. Cross streets Brommer Way and El Dorado Avenue. Map page 14, grid S9. Medic 3 to Mid." "NetCom, Engine 3411 en route." "NetCom, Medic 4 en route". "Engine 3411, Medic 4, patient is an 85 year old male, conscious with shortness of breath".

Multiple First Priority Incidents

When fire/EMS dispatchers have multiple, first priority calls pending for dispatch, they will pre-alert the broadcasts with the statement, "Units stand by for multiple incidents".

Dispatchers will dispatch no more than three (3) of the pending, first priority calls simultaneously.

Dispatchers will wait for all sets of tones to finish and state "Multiple Incidents" before beginning the standard dispatch format for the first call. After completing the initial dispatch of one call, dispatchers will say, "break" and then continue with the initial dispatch of the next call.

In these situations, dispatchers shall initiate a roll call in accordance with Policy No. 5315 (Acknowledgement).

Dispatchers will add a DC* comment to each incident dispatched as part of a multiple incident dispatch. The comment will read, "DC* multiple incidents".