



**COMMUNICATIONS OPERATIONS
EMERGENCY MEDICAL SERVICE POLICY**

Policy No.	6380	Date Issued:	June 1, 1996
Section:	6300 – Radio Procedures	Date Revised:	May 8, 2023
SUBJECT: NO RESPONSE TO PAGING			
APPROVED:	<signed copy on file> _____ Santa Cruz County EMS		
APPROVED:	<signed copy on file> _____ San Benito County EMS		
APPROVED:	<signed copy on file> _____ American Medical Response		
APPROVED:	<signed copy on file> _____ Amethyst Uchida, General Manager		

AMR personnel are expected to acknowledge NetCom broadcasts within one (1) minute.

If a unit fails to respond, dispatchers will immediately attempt to contact the unit crew on the Dispatch Net. If the unit does not respond, dispatchers will page the next available unit to the call and place the first unit in an administrative out of service status (OA). If time permits, dispatchers may call the Unit's cell phone or last known location of the lost unit.

Dispatchers will notify the Paramedic Supervisor (M100) of all actions taken when a unit fails to respond to paging.