



Santa Cruz Consolidated Emergency Communications Center

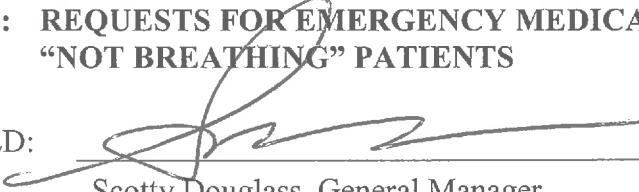
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9-1-1 FIRE
POLICE
MEDICAL



Scotty A. Douglass
General Manager

COMMUNICATIONS OPERATIONS EMERGENCY MEDICAL SERVICE POLICY

Policy No. 6410.80	Date Issued: August 29, 2005
Section: 6400 – Telephone Procedures	Date Revised: August 12, 2009
Accreditation Standards: CALEA 6.2.3	
SUBJECT: REQUESTS FOR EMERGENCY MEDICAL ASSISTANCE FOR “NOT BREATHING” PATIENTS	
APPROVED: 	
Scotty Douglass, General Manager	

1.0 Purpose

- 1.1 To provide direction to dispatchers when receiving requests for emergency medical assistance for “not breathing” patients.
- 1.2 The intent of this procedure is to facilitate rapid Emergency Medical Services (EMS) response to the highest priority patients as identified by the Emergency Medical Dispatch (EMD) call taking protocols.

2.0 Procedure

- 2.1 When dispatchers receive a phone call reporting a medical emergency, they will immediately ascertain the location of the emergency and the call-back number of the reporting party.
- 2.2 After determining the location and call-back number, dispatchers will ask callers, “Is the patient breathing?”
- 2.3 If callers describe a patient who is choking, not breathing, hanging, strangling, suffocating, or underwater, dispatchers will immediately create computer aided dispatch system (CAD) incidents, using the type code “E” prior to beginning ProQA.

- 2.4 If first or second party callers are uncertain of patient's breathing status, dispatchers will err on the side of caution by assuming the patient is not breathing, and immediately create CAD incidents using the type code "E" prior to beginning ProQA.
- 2.5 If first or second party callers describe a patient with agonal breathing, dispatchers will immediately create a CAD incident using the type code "E" prior to beginning ProQA.
 - 2.5.1 Patients with agonal breathing are often described by callers as "gasping for air", or "making funny noises".
- 2.6 If first or second party callers describe a patient with ineffective breathing, dispatchers will immediately create a CAD incident using the type code "E" prior to beginning ProQA.
 - 2.6.1 Patients with ineffective breathing are often described by callers as: "barely breathing", "can't breathe at all", "fighting for air", "not breathing", or "turning blue or purple".
- 2.7 After creating the "E" incident, dispatchers who are not certified Emergency Medical Dispatchers (EMD's) will transfer the caller to an EMD in accordance with Policy No. 7440 (Using the EMD Transfer Line and Facilitation of Non-EMD).
- 2.8 After creating the "E" incident, dispatchers who are certified EMD's will begin ProQA to process the call using the EMD protocols and in accordance with Policy No. 6710 (EMD Policy).