



**COMMUNICATIONS PERSONNEL  
EMERGENCY MEDICAL SERVICE POLICY**

<b>Policy No.</b>	<b>6410</b>	<b>Date Issued:</b>	June 1, 1996
<b>Section:</b>	6400 – Telephone Procedures	<b>Date Revised:</b>	July 11, 2022
<b>SUBJECT: REQUESTS FOR EMERGENCY MEDICAL ASSISTANCE</b>			
<b>APPROVED:</b>	<signed copy on file> _____ Santa Cruz County EMS		
<b>APPROVED:</b>	<signed copy on file> _____ San Benito County EMS		
<b>APPROVED:</b>	<signed copy on file> _____ American Medical Response		
<b>APPROVED:</b>	<signed copy on file> _____ Amethyst Uchida, General Manager		

1.0 Purpose

1.1 To clarify best practices for handling requests for emergency medical assistance for field units, medical personnel and fourth party callers using the NAEMD protocols for processing their call.

2.0 Dispatchers will direct all callers requesting emergency medical assistance to the Emergency Medical Dispatch (EMD) program.

3.0 Requests from Physicians/NP/PA/RN/LVN

3.1 Requests for medical assistance that come from a location that is identified by the caller as a medical doctor’s office or “urgent care” type business or requests made by a Hospice Nurse will be processed by utilizing the “Transfer/Interfacility/Palliative Care” EMD card (#33).

3.2 All other requests will be processed in the EMD system based on the patient's chief complaint.

#### 4.0 Requests from fourth party callers using NAEMD Protocols.

4.1 Fourth party callers are public service personnel with information about a patient.

4.2 If a fourth party caller, such as OnStar or an AMR dispatch center, has used the National Academy Protocols to administer EMD to the patient, the EMD will input the final determinant code, age, gender, conscious and breathing status of the patient before launching the call. The dispatcher will not do EMD again, since another agency has already received the information and provided pre-arrival instructions.

4.3 All other fourth party requests will be processed in the EMD system, based on the patient's chief complaint.

#### 5.0 Requests from Text to 9-1-1

5.1 Upon request of a text for medical assistance, the dispatcher will immediately create a "NOEMD" modifying circumstance "TEXT" call.

5.2 After the NOEMD call is created, the request will be processed in the EMD system.

#### 6.0 Field Requests

6.1 Requests for medical assistance from on-scene personnel will not be directed to the EMD program given they are employed within Santa Cruz or San Benito County and are currently on-duty.

6.2 Such requests may receive both Fire and EMS response. On scene personnel can determine code of response (code 2 or code 3), but not specific equipment.

6.2.1 Patients with the following symptoms will always receive a code 3 response: chest pain, difficulty breathing, severe hemorrhaging, or those having an altered level of consciousness or loss of consciousness.

6.3 On-scene personnel may include peace officers, firefighters, paramedics, other public safety personnel or other trusted agency dispatch centers (ie; Boardwalk Security, SVPD dispatch, UCSC dispatch, etc).

6.4 Dispatchers will document the name, agency, and title of on-scene personnel requesting emergency medical assistance in the CAD incident record.

Off-duty peace officers, firefighters, paramedics, or other public safety personnel will be directed to the EMD program to determine the appropriate level of response, based on the patient's chief complaint.