



Santa Cruz Consolidated Emergency Communications Center

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Michael J. McDougall
General Manager

9-1-1
FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS EMERGENCY MEDICAL SERVICE POLICY

Policy No. 6430	Date Issued: June 1, 1996
Section: 6400 – Telephone Procedures	Date Revised: December 1, 2003
Accreditation Standards: None	
SUBJECT: REQUESTS FOR FIRST AID INSTRUCTIONS	
APPROVED: <u><i>V. Rongu</i></u>	
	Santa Cruz County EMS
APPROVED: <u><i>M. J. McDougall</i></u>	
	Michael J. McDougall, General Manager

Do not advise callers requesting first aid instructions but refusing emergency medical assistance to call a doctor or hospital emergency room. Always offer to dispatch assistance. If the caller accepts assistance, direct the call to the EMD program. If callers refuse dispatched services, attempt to provide them with an appropriate referral. Appropriate referrals may include the Burn Center (the number is available via the intranet), advice service provided by their health insurance provider, or the first aid instructions contained in the phone book.