



Santa Cruz Consolidated  
Emergency Communications Center

495 Upper Park Road  
Santa Cruz, CA 95065  
(831) 471-1000 Fax (831) 471-1010

**9-1-1**  
FIRE  
POLICE  
MEDICAL



Michael J. McDougall  
General Manager

**COMMUNICATIONS OPERATIONS  
EMERGENCY MEDICAL SERVICE POLICY**

<b>Policy No.</b>	<b>6440</b>	<b>Date Issued:</b>	<b>June 1, 1996</b>
<b>Section:</b>	<b>6400 – Telephone Procedures</b>	<b>Date Revised:</b>	<b>February 15, 2005</b>
<b>Accreditation Standards:</b>	<b>None</b>		
<b>SUBJECT: RELAYING MEDICAL ADVICE</b>			
<b>APPROVED:</b>			
	Santa Cruz County EMS		
<b>APPROVED:</b>			
	American Medical Response		
<b>APPROVED:</b>			
	Michael J. McDougall, General Manager		

Dispatchers will not relay medical advice or instructions from field personnel to callers. Dispatchers will provide callers with instructions available from the EMD program. If a question or situation arises that is not covered by the program, dispatchers will reassure callers that help is on the way and repeat the available instructions.