



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS EMERGENCY MEDICAL SERVICE POLICY

Policy No.	6530	Date Issued:	June 1, 1996
Section:	6500 - System Status Management	Date Revised:	June 19, 2007
Accreditation Standards: CALEA 6.2.4, 6.3.1			

SUBJECT: UNIT STATUS

APPROVED: _____
Santa Cruz County EMS

APPROVED: _____
American Medical Response

APPROVED: _____
Michael J. McDougall, General Manager

1.0 Purpose

1.1 Ambulance units shall keep dispatch advised of their status at all times.

2.0 Procedure

2.1 The primary means for unit statusing shall be via MDC.

2.2 If MDC statusing is unavailable or non-functional, dispatchers will document all unit status changes in the computer aided dispatch (CAD) system using the appropriate status codes in accordance with Policy No. 6531 (Unit Status Codes).

NetCom dispatchers will be as accurate and timely as possible when entering unit status codes.

2.3 AMR personnel will be responsible for logging onto their MDC at the beginning of their shift. 12-hour units will advise on-duty via the radio so

other units can hear they are in service and be provided a post assignment from NetCom. NetCom will be provided a daily personnel roster at the beginning of the shift. If a paramedic relieves another employee in the middle of a shift, they will log onto their MDC at the beginning of their shift.