



# Santa Cruz Consolidated Emergency Communications Center

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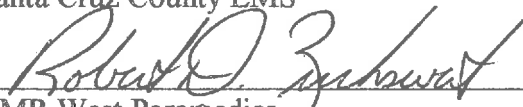
Michael J. McDougall  
General Manager

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

## COMMUNICATIONS OPERATIONS EMERGENCY MEDICAL SERVICE POLICY

Policy No.: 6710  
Date Issued: June 1, 1996  
Date Revised:

APPROVED:   
Santa Cruz County EMS

APPROVED:   
AMR West Paramedics

APPROVED:   
General Manager, SCCECC

**SUBJECT: EMERGENCY MEDICAL DISPATCH (EMD) POLICY**

Dispatchers certified as Emergency Medical Dispatchers (EMDs) will use the protocols provided with the approved EMD program.

EMDs will:

- ◆ Obtain initial information from the reporting party, according to program protocols (name, address, location, phone number, patient's chief complaint, etc.)
- ◆ Obtain the patient's age, level of consciousness, and breathing status (according to program protocols) and relay to responding units.
- ◆ Determine the priority level and provide post dispatch and pre-arrival instructions as appropriate and according to program protocols.
- ◆ Ensure dispatch of appropriate EMS resources.
- ◆ Relay additional information to responding units (change in patient status or priority level, first aid instructions provided, etc.)
- ◆ Note all unusual, interesting and problematic calls for possible review.