



COMMUNICATIONS OPERATIONS
EMERGENCY MEDICAL SERVICE POLICY

Policy No. 6945 Date Issued: March 30, 2009
Section: 6900 - Specific Procedures, Continued Date Revised: July 11, 2016
Accreditation Standards: None
SUBJECT: SICK PERSON - NO PRIORITY SYMPTOMS
APPROVED: [Signatures] Santa Cruz County EMS/San Benito County EMS
APPROVED: [Signature] American Medical Response
APPROVED: [Signature] Dennis Kidd, General Manager

All calls requesting medical assistance shall be processed via the EMD system as per Policy 6710 - Emergency Medical Dispatch (EMD) Policy. If based on the answers to questions during Case Entry the EMD determines Card 26 - Sick Person is the most appropriate card and through questioning determines response level to be an Omega response, no units will be dispatched and the following statement shall be read to the caller:

"The symptoms you are describing do not meet the criteria for sending you an ambulance. You could go to an urgent care or emergency department or contact your healthcare provider. If you feel worse or your condition changes, call us back immediately."

The call taker should not complete the CAD detail creation until after the above statement is read and understood by the caller. If the caller insists on a response, the call taker shall choose the '26A Override' determinant which will recommend a paramedic transport unit.

If the caller does not request a medical resource, a CAD incident will be created using the final determinant from ProQA. Any 26O determinant will auto close and no resources will be assigned.