



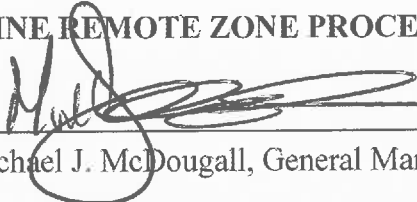
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 Emergency Communications Center  
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**9-1-1** FIRE  
 POLICE  
 MEDICAL



Michael J. McDougall  
 General Manager

**COMMUNICATIONS OPERATIONS  
 EMERGENCY MEDICAL SERVICE POLICY**

<b>Policy No.</b>	<b>6960.80</b>	Date Issued:	January 26, 2000
<b>Section:</b>	6900 – Specific Procedures, Continued	Date Revised:	February 1, 2006
<b>Accreditation Standards:</b>	None		
<b>SUBJECT:</b>	<b>SKYLINE REMOTE ZONE PROCEDURE</b>		
<b>APPROVED:</b>	 <hr/> Michael J. McDougall, General Manager		

**1.0 Purpose**

1.1 To provide a specific procedure for the accurate and consistent implementation of Policy No. 6960 (Skyline/Summit Remote Zone).

**2.0 Procedure**

2.1 When dispatching an ambulance to a medical incident occurring within the Skyline/Summit Remote Zone, ambulance dispatchers will contact Santa Clara County Communications and determine if a Santa Clara County ambulance can reach the incident in thirty (30) minutes or less.

2.1.1 The computer aided dispatch system (CAD) will display a message indicating the medical emergency is occurring within the Skyline/Summit Remote Zone.

2.1.2 After receiving the CAD prompt, ambulance dispatchers will dispatch a Santa Cruz County ambulance in accordance with current policies and procedures.

2.1.3 After completing the dispatch of a Santa Cruz County ambulance, dispatchers will contact Santa Clara County Communications and

notify them of the medical emergency within the Skyline/Summit Remote Zone.

2.1.4 Dispatchers will ask Santa Clara Communications if they have an ambulance available in the Saratoga Station; their response time is presumed to be faster than the ambulance responding from Santa Cruz County. If available, Santa Clara should dispatch their Saratoga Station ambulance and NetCom dispatchers will cancel the Santa Cruz ambulance.

2.1.5 Santa Clara County ambulances covering any other posts in the vicinity of Saratoga are presumed not close enough to respond and should not be dispatched. In these cases, NetCom dispatchers will continue the Santa Cruz County ambulance response.

2.2 Dispatchers must take extra care to ensure a misunderstanding does not occur during the exchange of information with Santa Clara County Communications. NetCom dispatchers must receive a declarative statement affirming the Santa Clara County ambulance response before canceling the Santa Cruz County ambulance.

2.3 If the Santa Cruz County response is canceled, dispatchers will close the medical incident using the disposition code, "CANS" (canceled Skyline Remote Zone).