



COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE

Policy No. 7440 Date Issued: April 19, 1999
Section: 7400 - Telephone Procedures Date Revised: November 4, 2019
Accreditation Standards: None
SUBJECT: USING THE EMERGENCY MEDICAL DISPATCH (EMD)
TRANSFER LINE AND FACILITATION OF NON-EMD
APPROVED: [Signature]
Dennis Kidd, General Manager

1.0 Purpose

- 1.1 To provide direction for dispatch personnel to facilitate a rapid EMS response to medical emergency victims in extremis and the proper use of the EMD transfer line.
1.2 This policy shall ONLY pertain to dispatchers who are not certified in EMD and,
1.3 EMD dispatchers whose immediate workload prevents them from effectively completing all of their assigned duties.

2.0 Procedure for Patients in EXTREMIS

- 2.1 When a dispatcher receives a phone call reporting a medical emergency, s/he will first triage the call to determine if the victim is in obvious "extremis" (or near death).
2.2 A victim is presumed to be in obvious extremis if the caller, after being asked "Is the patient breathing?", offers statements similar to; choking, not breathing, breathing uncertain or agonal (only if the caller is with the patient), hanging, strangulation, suffocation or underwater. Additionally, examples of determining if a victim is in "extremis" due to ineffective breathing may include, but are not limited to, any volunteered caller statements similar to the following:

- a) "Barely breathing."
- b) "Can't breathe at all."
- c) "Fighting for air."
- d) "Gasping for air."
- e) "Making funny noises."
- f) "Not breathing."
- g) "Turning blue or purple."

2.2.1 If the above criteria has been met, the dispatcher shall immediately create a medical incident utilizing the **Type Code "E" (and create associated incidents)**; and then transfer the caller via the EMD transfer line.

2.3 The dispatcher will remain on the phone until the call is answered.

2.3.1 If the transferred call is not answered by an EMD in three (3) rings, the original dispatcher will advise the caller that help is on the way and place the caller on Park (for the first available EMD).

2.4 If workload allows, an EMD may pick up the Park and process the call through the EMD program.

3.0 Procedure for Patients not in *EXTREMIS*

3.1 If the patient does not meet the above criteria and is not in extremis, the dispatcher will begin the call taking process by completing address and caller phone number areas in an incident initiate <F8> screen and transfer the caller via the EMD transfer line (without creating a medical incident).

3.2 The dispatcher will remain on the phone until the call is answered by an EMD and introduce the call with the address and phone number.

3.2.1 If the transferred call is not answered by an EMD within three (3) rings, the original dispatcher will complete their <F8> screen, create a medical incident using the incident type code "NOEMD" modifying circumstance "NA", and advise the caller that help is on the way. The call taker will also create any associated incidents.

3.2.2 The call taker will place the caller on a park. .

3.3 If workload allows, an EMD may pick up the park and process the call through the EMD program.