

	SECTION: 703	POLICY: EMS- First Responder
	SUBJECT: ABBEVILLE COUNTY EMS DISPATCH	
	EFFECTIVE DATE: 09/10/2013	REVISED / SUPERCEDES: 10/09/2017--08/28/2017--06/24/2015--02/13/2015-- 03/19/2014
	APPROVAL Sharmel Miller, Director	

PUPROSE

The purpose of this written directive is to establish guidelines for efficient and effective call processing of medical emergencies. The appropriate dispatch of first responder resources is an important part of the EMS response.

Policy

It shall be the policy of the Abbeville County E-911 Center to:

Be the designated center for dispatching of trained first responders within Abbeville County.

Determine which first responders are needed for calls according to the recommended dispatch screen.

1. Data Maintenance

The Emergency Management Director and/or Deputy Director will be responsible for updating and modifying their response data and forwarded to the 911 Director for updating the cad system and the road list.

The Emergency Management Director and /or Deputy Director must submit any additions, deletions or modifications to existing data in writing, a minimum of 15 days prior to their implementation. The 15-day time frame does not apply to a unit(s) temporarily out of service for repair, training, etc.

The 911 Director will make the modification exactly as submitted unless there is a procedural conflict or any other concerns, in which case the change will be returned for re-evaluation.

2. Dispatching Format

The telecommunicator will dispatch the designation first station shown on the dispatch screen having jurisdiction over the location of the call. All first responders stations are dispatched through the 911 center will be alerted by tone.

1. Select “EMS Select”
2. Select appropriate “County Fire” or “City Fire Station 19”
3. All channels should now be selected / highlighted in yellow
4. Select “Page Stack”
5. Select appropriate “EMS” and “FR” stations to be dispatched
6. Select “Page Send” tones will be activated
7. Transmit message
8. Medic _____ Station _____ First Responders respond Code_____ to _____(address) off _____(cross street) for _____(chief complaint along with age of patient if available at dispatch)
9. When EMS goes enroute give address / chief complaint info again.
10. In addition, as units respond the telecommunicator will record the status of all units in the CAD system.
11. Provide additional information as to the location, entrapment, injuries, or any other pertinent information.

3. Re-tone Procedure County Fire Stations

The telecommunicator will re-tone after five minutes if no response from a First Responder Fire Station

- Primary EMS unit responding out of their call area
- All Cardiac Arrest calls

4. Radio Procedures

To call the E-911:

First Responder: Abbeville~~~____(Station____First Responders and/or unit #)
 Telecommunicator: _____(Station____First Responders and/or unit #)~~ Abbeville

To call a First Responder:

Telecommunicator: _____(Station____First Responders and/or unit #)~~ Abbeville
 Medic unit: Abbeville~~~____(Station____First Responders and/or unit #)

A responder **will not** call the 911 center via radio and immediately transmit their message. The field unit will wait for the call to be acknowledged by “Abbeville” before transmitting its message. Failure to follow this procedure may result in missed messages with dangerous results.

Use of "ten codes" or any other type of codes is not authorized for use within the EMS/Fire system communication. This is to avoid potential confusion. The use of nicknames, slang and any type of profanity is also strictly forbidden. Personnel should use words and phrases that project a professional image of the agency and the individual transmitting.

References regarding race, sexual innuendoes and religious preferences that could be offensive shall not be permitted.

5. Responder Safety

If there is a possible danger to responder's safety, the EMS unit is to be sent Code 1 and advise them standby for law enforcement. EMS unit will stage at a nearby location (at a safe distance) to be determined by the EMS crew en-route.

Law enforcement is to be dispatched on all calls concerning Overdose, Domestic Violence, Assault, Suicide or Threatening Suicide, Gunshot Injury, and any other situation where the dispatcher feels there is a threat to responder's safety.

If an EMS responder requires law enforcement back up they should advise dispatch their unit number and that they require law enforcement assistance along with the reason why they are requesting law enforcement. The law enforcement supervisor will determine the level of response based off of what EMS advises they are requesting assistance for.

The only time patient names or names on the residence are to be given over the EMS or Law Enforcement radio is when it is the only way the location of the residence can be located or for responder safety. It is a direct violation of HIPPA Law to give patient names over the radio unless it is TRULY necessary. Patient's names are not to be given to law enforcement unless they are involved in the call and have been dispatched to the scene.

Timers for EMS will automatically be set for 15 minutes on all EMS calls; this is a reminder to check on EMS personnel when out on calls.

6. Complaints

Any and all complaints must be filed with the Department Heads and they will resolve any issues that may arise. Dispatchers should report problems to their appropriate chain of command via guardian tracking. At no time should employees from 911 argue via phone or radio. They are to communicate in a manner of professionalism and courteous to all responders.

7. Run Numbers/Faxing

It will be necessary at times where the dispatcher will have to create a run number manually.

Once the unit clears the call dispatch will fax the cad report and document in the narrative section of the cad that the report has been faxed.

8. County- First Responders Activation Call-Types

Dispatch to any code 3 call if primary EMS unit is responding out of the call area

Dispatch to any call types listed below where patient care is time critical:

- Chest Pain
- Stroke
- Respiratory Distress
- Unconscious
- Trauma – Falls greater than 10 ft.
- Lift Assistance
- Motor Vehicle Accidents with Injuries

9. Abbeville City Fire Dept- Activation Call-Types

Dispatch to **any** call if M1 is not available.

Dispatch to **any** call types listed below where patient care is time critical:

- Cardiac Arrest
- Chest Pain
- Stroke
- Respiratory Distress
- Unconscious
- Trauma – Falls greater than 10 ft.
- Lift Assistance
- Motor Vehicle Accidents with Injuries
- City Fire Contract Locations

10. First Responder Coverage Area

- ST02FR- Teal
- ST06FR- Rose
- ST10FR- Lime
- S19- Purple (Abbeville City FD)

