

## **OVERVIEW**

Amerimed maintains mutual aid agreements with several County Fire and Ambulance Services and will provide assistance to partner services whenever necessary based on Amerimed availability and request.

## **SECTION A**

EMS requests made through an agency's Public Safety Answering Point ("PSAP") may be referred to Amerimed under the following conditions:

- Referring service has no or few units available to respond to request(s) in a specific response area.
- Referring service requires additional units and/or assistance due to peak call demand or catastrophic event.

## **SECTION B**

Requests will be made by the referring agencies communications center, Director/Supervisor/EMS Officer, or other authorized agent. All requests will be received by the Amerimed Customer Service/Communications Center. Once received, the request will be handled according to Amerimed standard procedure with exception(s) as follows:

IF TWO-WAY RADIO COMMUNICATION IS AVAILABLE AND AUTHORIZED:

1. Responding Amerimed Unit should advise via two-way radio on the appropriate channel for the requesting service as well as Amerimed Dispatch channel that they are en route to the assigned request.
2. Responding Amerimed Unit should advise via two-way radio on the appropriate channel the requesting service as well as Amerimed Dispatch channel that they are on scene of the call.

Mutual Aid:

Two-way radio communication with County PSAP and Fire/EMS units may be conducted on HEAR, MED, and/or appropriate dispatch channel(s) as available.