

OVERVIEW

Any and all non-emergency requests must be handled immediately, without delay.

The closest available appropriate unit to a pickup location should be dispatched to the request. Any delays in request processing and/or unit response should be documented.

Amerimed Communications must obtain as much accurate pertinent information for non-emergency calls and provide to the unit(s) responding. An Amerimed unit will not respond Emergency to a non-emergency request in an effort to make a promised estimated time of arrival or to meet a caller's expectation of time of arrival.

SECTION A

All Non-Emergency Calls Must Be Dispatched Via Radio:

1. Ensure the appropriate radio channel is selected.
2. "MEDCOMM, (Amerimed Radio ID), COPY A PRIORITY (Priority Number)"
3. Crew should reply with unit number and current location (street and cross street).
4. MEDCOMM, (Amerimed Radio ID), RESPOND PRIORITY (Priority Number) to (facility, facility address, room number, (specific chief complaint / reason for transport), (destination, destination address, (any special equipment needed on the call), pick up time requested, if applicable, RUN NUMBER (run number), REQUEST RECEIVED (received time), TIME OUT (current time).
5. Unit should reply with unit number and state they are clear and en route to the call.
6. Advise unit(s) / agency responding further information as obtained.
"MEDCOMM, (Amerimed Radio ID), ADDITIONAL INFORMATION ON YOUR CALL, (information)."
7. If it is known that the patient is potentially contagious or has an infectious disease, advise unit of such vital information. See 3.9.1 Infectious Disease Control
"MEDCOMM, (Amerimed Radio ID), UTILIZE UNIVERSAL PRECAUTION DURING TRANSPORT."