AMERIMED SOP
2.5.2 - Emergency Calls Dispatching
Rev 4/2022

OVERVIEW

Any and all 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 possible for emergency requests and provide to the unit(s) responding.

Units with staff whose level of certification is appropriate for nature of request should be dispatched. ALS (Advanced Life Support, at least one Paramedic on the unit) units should be dispatched on emergency calls, if available or if nature of the request requires ALS treatment/intervention. If a BLS (Basic Life Support, two EMT's (Emergency Medical Technician) on the unit) unit is closest to the location of the call, that unit should be dispatched emergency as a first responder and may ultimately be the transporting unit. MIH units may also be used to first respond to emergency calls as needed and available. If requested by a BLS unit, an ALS unit should also be dispatched emergency to the location of the call. Once the BLS unit has arrived and assessed the patient, it will be at the discretion of the senior EMT on the BLS unit to cancel or continue the ALS unit for transport.

SECTION A

All Emergency Calls Must Be Dispatched Via Radio:

1. Ensure the appropriate radio channel is selected.
2. "MEDCOMM, (Amerimed Radio ID), COPY A PRIORITY ONE"
3. Field Crew should reply with unit number and current location (street and cross street).
4. "MECOMM, (Amerimed Radio ID), RESPOND PRIORITY ONE TO (numeric address, street name, cross street, city), (specific chief complaint/nature of call), (destination, if known), (additional information about request), 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. Relay any additional information as it is received:
"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 the unit of such vital information:
"MEDCOMM (unit), UTILIZE SPECIAL UNIVERSAL PRECAUTION DURING TRANSPORT."

8. If unit has been on scene more than five (5) minutes OR situation is potentially dangerous OR patient chief compliant is potentially life-threatening.
"MEDCOMM, (Amerimed Radio ID), "UPDATE UNIT STATUS" OR "CHECKING ALL OK""