

VERMONT EMS DISTRICT # 3

POLICIES

AMBULANCE DISPATCH POLICY

It is the belief of VTEMSD#3 that emergency care and transport is of the highest priority. Therefore, it is essential that ambulances respond in a timely manner with a legal crew. The first step in accessing the system is the placing of the call and dispatching the ambulance. Based on this, the following is a procedure for all dispatching agencies to follow when dealing with emergency ambulance calls.

Once the call is received the call-taker should dispatch the appropriate ambulance to respond:

1. If no crew members signs on as responding within three minutes, the dispatcher will re-tone the ambulance crew to respond. If no crew members signs on within two minutes of the re-tone, then the dispatcher will contact the next appropriate ambulance to respond according to VTEMSD#3 Mutual Aid Policy.

OR

2. If within three minutes of the initial tones, a partial crew signs on, the dispatcher will re-tone for the appropriate needed crew members (i.e. crew chief, driver, third). If the appropriate needed crew does not sign on within two minutes of the re-tone, then the dispatcher will contact the next appropriate ambulance to respond according to VTEMSD#3 Mutual Aid Policy.

3. Dispatching other ambulances when the primary ambulance is already on another call.

If the primary ambulance has been dispatched to another incident and a second or additional calls are received, the Dispatcher of the primary service must use the District Back-Up list to dispatch the appropriate service immediately.

There should not be any delay contacting the appropriate service's dispatch center, as this will only delay response to the incident.

4. First Response Squads should be dispatched simultaneously with the transport ambulance service, if this is not possible, then the First Response Squad should be dispatched to the call in their response area before the transport ambulance service is dispatched.

Proposed 06/11/98

Approved 08/13/98

Approved 11/13/2003

Lee Jones

dispatch