

**CCEMS
COMMUNICATIONS POLICY 200-02
DISPATCHING/ RESPONSE**

I. PURPOSE

- 1.1 To assure that all personnel are familiar with who dispatches CCEMS to emergency and non-emergency calls.
- 1.2 To explain what information is permitted to be given over the radio.
- 1.3 To explain the process on how calls will be dispatched.
- 1.4 To assure CCEMS responds quickly and safely to all EMS requests.


II. POLICY

- 2.1 The Coshocton County Sheriff's Department (CCSO) is the primary 911 dispatch center for Coshocton County.
- 2.2 The CCSO will dispatch all calls related to CCEMS. The Coshocton City Fire Department will serve as the back-up dispatch center for CCEMS.
- 2.3 CCEMS crews are strongly discouraged from requesting last names from CCSO over the radio, unless absolutely necessary.
- 2.4 In the event of an EMS call, CCSO will communicate the location or address of the incident, along with a brief description of the call. They will communicate this information twice. CCSO will not give pertinent information about the patient or incident until the crew marks en route.
- 2.5 Crews are responsible for making the determination whether they respond 27 (Emergency) or 29 (Non-emergency) status.
- 2.6 **CCEMS crews will respond to all EMERGENCY requests within 60 to 90 seconds (1 to 1½ minutes) of the initial page, regardless of time of day.**
- 2.7 **CCEMS crews will respond to all other requests, except prearranged transfers, within 120 seconds (2 minutes) of the initial page.**
- 2.8 Crews will follow the same guidelines outlined in section 2.6 for non-emergency requests to a residence.

III. PROCEDURE

- 3.1 If an emergency call is received, the appropriate station will be paged to handle the call for their respective areas.
- 3.2 If the appropriate station is not available, the out-lying stations will handle the call based on the location of the call.
- 3.3 Personnel are permitted to request additional information as necessary; (Addresses, patient conditions, etc.,) but should be very cautious in requesting any information that identifies the patient. I.e.: First and last names.

- 3.4 CCSO has been advised to dispatch all calls in the following manner:
- 3.4.1 Page the address or location of the incident, along with a very brief description of the incident. CCSO will repeat this information twice to ensure all crews know exactly where they are going.
 - 3.4.2 Pertinent information related to the call will not be given to crews until they mark en route. The goal is to minimize the amount of times we ask for addresses and to make certain pertinent information is only relayed after the crew marks en route. This is especially important for calls that occur in the middle of the night.
Example of radio traffic:
 - 3.4.2.1 Central: "Medic 2 respond to 123 Make-believe Street on a chest pain".
Repeat: "Medic 2 respond to 123 Make-believe Street on a chest pain".
 - 3.4.2.2 Medic 2: "Medic 2 Central responding to 123 Make-believe Street on chest pain".
 - 3.4.2.3 Central: "Medic 2 be advised.....(They will relay any pertinent information they have received from the caller)
- 3.5 All EMS radio traffic will be directed to the CCSO. The only exception to this is if the CCSO system is inoperable, at which time all radio traffic will be directed through Coshocton City Fire Department. If this happens crews will be notified immediately.
- 3.6 Crews will respond to all requests in a safe and timely manner, regardless of the dispatch status.

Director: 

Effective: 01-13-2009

Reviewed: _____

Revised: _____