

# Monterey County EMS System Policy



Policy Number: 4140  
Effective Date: 7/1/2014  
Review Date: 6/30/2017

## **ALS SERVICE PROVIDER RESPONSE AND SCENE TIME REPORTING**

### **I. AUTHORITY**

Authority for this policy are found in Division 2.5, California Health and Safety Code, Section 1797.204, and California Code of Regulations Sections 100145(a), 100148(b)(d)(2)(e), 100170, 100171

### **II. PURPOSE**

To meet the requirements established in the statutes listed above for EMS system planning, implementation, and evaluation.

### **III. DEFINITIONS**

- A. **ALS Service Provider:** An organization that has an agreement with the Monterey County EMS Agency to provide paramedic level services within their service area.
- B. **Date of Service:** Date that the call was received at the County 911 Communications Center.
- C. **Time of Call Receipt:** This is the time that the call is received by the agency dispatch position either electronically or by phone.
- D. **Time of Dispatch:** Time recorded in the CAD system by the dispatcher to denote the time that the responding unit was requested to respond to the request for service.
- E. **Time of Arrival at the Scene:** The moment the responding crew notifies the communications center that it is fully stopped at the location where the vehicle will be parked while the crew exits to approach the patient. Arrival at a staging location will also be considered the time of arrival at the scene.
- F. **Time of Departure From the Scene:** Time recorded in the CAD system when the unit notified their dispatch center that they are leaving the scene due to patient transport, becoming available, responding to another call, or to pick up a staff member.
- G. **Time of Arrival at the Receiving Facility:** The time that the ambulance comes to a stop at the emergency department when transporting a patient. Ambulance only.

### **IV. POLICY**

- A. ALS service providers are to provide a monthly report to the EMS Agency containing specified data elements for every patient response.
- B. This report is to be provided to the designated EMS Agency staff person by the 15<sup>th</sup> of the following month.

C. The following data elements are required

1. Date of service
2. Time of call receipt by the dispatch provider.
3. Time of dispatch to the scene.
4. Time of arrival at the scene.
5. Time of departure from the scene.
6. Time of arrival at the receiving facility if the ALS service provider transports the patient.
7. Unit identifier.
8. Incident location by address, intersection, or nearest location identifier as entered into the CAD.

D. The monthly report shall be in an Excel document format.

**END OF POLICY**