

# Monterey County EMS System Policy



Policy Number: 8070  
Effective Date: 7/1/2016  
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## EMS DUTY OFFICER NOTIFICATION

### I. PURPOSE

- A. To define the types of occurrences when the Monterey County EMS Agency Duty Officer should be notified.
- B. To define the process by which the EMS Agency Duty Officer is notified when a significant incident occurs or has the potential to occur.

### II. POLICY/PROCEDURE


- A. The EMS Agency Duty Officer shall be notified when the following types of incidents occur:
  1. Mass Casualty Incidents (MCIs) – all levels
  2. Any evacuation of a medical facility (actual or planned)
  3. Trauma Advisories
  4. Facility physical plant issues (such as power or computer system failure)
  5. Any significant issue/failure with the EMS communications system
  6. Serious injury or death of EMS system personnel
  7. Any incident that produces significant media interest.
  8. Other incidents as determined necessary by EMS system supervisory staff. When in doubt, notify the Duty Officer!
- B. The EMS Duty Officer shall be notified as quickly as possible when an incident (such as listed above) occurs.
- C. Only those serving in an EMS supervisory role may contact the EMS Duty Officer.
- D. The process for notifying the Duty Officer shall be as follows:
  1. Call **831-796-6444** to request the EMS Duty Officer.
  2. The number will ring into the AMR Dispatch Center.
  3. Explain why you need the Duty Officer as clearly and briefly as possible.
  4. Provide contact information so the Duty Officer can contact you.
  5. Allow at least ten minutes for the Duty Officer to contact you.
- E. The EMS Duty Officer will contact the initial caller and will obtain whatever information about the issue the caller can provide.

- F. The EMS Duty Officer will contact others as appropriate, will gather additional information, and will either make a decision or develop a plan of action based on the needs of the specific incident. (The EMS Duty Officer may also contact the EMS Director if necessary or appropriate.)
- G. The EMS Duty Officer will re-contact the initial caller, or others as appropriate, and will provide whatever information is necessary to either resolve the issue or develop the EMS Agency's further response.
- H. The EMS Duty Officer will record the following information:
  - 1. Date and time of the call.
  - 2. Name and title of the person who called.
  - 3. Initial information on the issue.
  - 4. Names and titles of any additional people contacted – and the times those contacts were made.
  - 5. Additional clarifying information as appropriate.
  - 6. Information on how the issue was resolved – or further actions taken.
- I. The EMS Duty Officer will be an EMS Agency staff person.
- J. There will be a Primary and Secondary Duty Officer assigned for each month. The assignments will last for one month.
- K. EMS Duty Officers will be contacted by AMR Dispatch via pager.
- L. AMR Dispatch will be provided with a monthly Duty Officer schedule, along with applicable pager numbers. AMR Dispatch will be notified of any changes to the Duty Officer schedule.
- M. Once, paged, assigned EMS Duty Officers will have ten minutes to contact AMR Dispatch.
- N. If AMR Dispatch does not hear from the EMS Duty Officer within ten minutes, Dispatch will page the Secondary Duty Officer. If Dispatch is unable to contact either the Primary or Secondary Duty Officer, Dispatch will contact the EMS Director.

### **III. Distribution of EMS Duty Officer Contact Information**

- A. The EMS Agency will distribute information on how to contact the EMS Duty Officer to all EMS system stakeholders. A number of methods will be used to distribute that information.
- B. Any change in the notification process will be communicated to EMS system stakeholders in a timely fashion.
- C. Any changes to the process will be reflected in an updated/revised version of this policy.

**END OF POLICY**

  
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