

Monterey County EMS System Policy



Policy Number: 3030
Effective Date: 9/01/2019
Review Date: 6/30/2022

EMS CALL ROUTING AND PROCESSING

I. PURPOSE

To define the requirements and procedures for PSAP's to identify and route all appropriate Medical Calls to the designated EMS Communications Center in Monterey County, so that certified Emergency Medical Dispatchers can provide Medical Priority Dispatch (MPDS) services.

II. POLICY

All appropriate Medical Calls in Monterey County, through the Monterey County Emergency Communications Department (MCECD), once identified, shall be immediately routed to the designated Monterey County EMS Communications Center for proper MPDS assessment, Post-Dispatch Instructions and Pre-Arrival Instructions. This includes all first, second and appropriate third party callers.

III. PROCEDURE

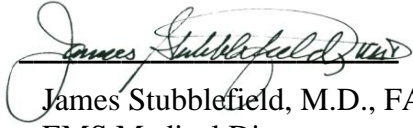
A. PSAP Medical Call Routing:

1. All Medical Call phone transfers shall ensure ANI/ALI information, if available, is sent with the caller to the designated EMS Communications Center.
2. The designated EMS Communications Center shall work with PSAP's to develop and implement policies that address special call handling procedures, specifically including: multiple callers for a single incident, language barrier calls, and rescue events.
3. All Monterey County PSAP's shall ensure that call intake procedures only obtain essential information on Medical Calls prior to transfer of the caller to the designated EMS Communications Center and shall not conduct any medical screening or other redundant questioning contained within a MPDS interrogation.
 - a. An exception to the routing of the caller in this policy is when a PSAP determines it is not safe to transfer the caller to the designated EMS Communications Center. In those cases, such as Law Enforcement calls, scene safety, and some specialized rescue, the PSAP shall ensure the address, chief compliant, and safety instructions are immediately included in the comments of the call notes. For the EOA contracted ambulance provider, all such calls that cannot be immediately processed through MPDS shall be assigned a Priority 2 response unless otherwise requested by first responders on scene, law enforcement, or subsequent MPDS determinant.

4. Once the PSAP has completed law safety or rescue interrogation, if appropriate, they should transfer the caller to the designated EMS Communications Center for MPDS but shall not delay EMS call creation or response to the address of the emergency.
- B. EMS Communications Center Medical Call entry and MPDS:
1. The designated EMS Communications Center shall ensure that all Medical Calls include a problem nature protocol description selected in CAD that corresponds exactly with the MPDS protocol numbers 1-33 descriptions.
 2. The designated EMS Communications Center shall ensure that MPDS is used on all Medical Calls, including medical facility calls to the ED (Card 33).
 3. The designated EMS Communications Center shall ensure all available comments; including scene safety, and patient condition, are documented in the call by the Emergency Medical Dispatcher and are available, real time, for both ambulance and first responders to view.
 4. The Emergency Medical Dispatcher shall remain on the phone on all ECHO level, and appropriate DELTA level calls, to provide post-dispatch instructions, pre-arrival instructions, or to maintain and monitor, until professional rescuers are with the patient. This also applies to any patient that is unstable, or based on the Emergency Medical Dispatcher's judgement.
- C. PSAP and EMS Communications Center Medical Call Dispatch Process:
1. Once Monterey County Emergency Communications Department (MCECD) or the designated EMS Communications Center identifies a call as a Medical Call, and an accurate location is identified, MCECD shall ensure the call is created/generated in the CAD assignment queue simultaneously for Fire and ambulance response.
 2. All Medical Calls shall initially be created as a Priority 2 response for the EOA contracted ambulance provider.
 3. Once the Emergency Medical Dispatcher has assigned a MPDS determinant, the EOA contracted ambulance provider response priority shall be modified by the EMS Dispatcher, if necessary, based on the criteria in EMS System Policy and Procedure 3050: MPDS Response Priorities and Assignments to EMS Calls.
 4. Once an Emergency Medical Dispatcher has assigned a MPDS determinant, the Emergency Medical Dispatcher shall immediately provide the updated determinant to the first responder.
 5. Any reduction or increase of an ambulance or first responder response priority to a Medical Call, for any reason, shall be recorded so that upon request is available to the EMS Agency for accurate data analysis and response time calculations.

IV REFERENCES

California Code of Regulations, Title 22, Division 9
California Health and Safety Code § 1797.220

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James Stubblefield, M.D., FACEP
EMS Medical Director

A handwritten signature in cursive script that reads "Mike Petrie". The signature is written in black ink and is positioned above a horizontal line.

Michael Petrie, EMT-P, MBA, MA
EMS Bureau Chief