

DISPATCH OF MEDICAL PERSONNEL

PURPOSE:

- ✓ To provide appropriate timely care to all emergency medical and trauma patients as identified in WAC 246-976-390
- ✓ To ensure properly licensed and recognized emergency ambulance service designated by Fire Districts, County, or Municipalities are dispatched to all calls that fall within established 911 dispatch policies and guidelines

STANDARD:

- ✓ Licensed ambulance and/or aid services shall be dispatched to emergency medical incidents per EMD protocol
- ✓ Verified aid and/or verified ambulance services shall be dispatched to all known and unknown injury incidents per EMD protocol.
- ✓ All licensed and verified ambulance and aid services shall operate 24 hours a day, seven days a week
- ✓ All communications/dispatch centers charged with the responsibility of receiving calls for emergency medical services shall use an Emergency Medical Dispatch system approved by the Spokane County EMS & Trauma Care Council
- ✓ Emergency calls placed by citizens directly to communications/dispatch centers and not through the 911 system shall be triaged according to an EMD system approved by the Spokane County EMS & Trauma Care Council and forwarded to the appropriate first response agency with jurisdiction.
- ✓ Successful transfer of an emergency call to the 911 system that was initially placed directly to an ambulance service fulfills that ambulance service's obligation to ensure that the purpose of the ambulance/response policy is met.
- ✓ Ambulance services shall not respond to an emergency call independently of the 911 system without a request to do so by the Combined Communication Center provided that the communication system is intact.

PROCEDURE:

1. The dispatcher shall determine appropriate response category of call using EMD guidelines approved by the Spokane County EMS & Trauma Care Council.
2. Following Spokane County's PCP's, the nearest verified agency with jurisdictional authority shall be dispatched according to the above standards.