

**System Protocol**  
Request for Ambulance Service Policy

Date: July 1, 2013

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## ***Request for Ambulance Service Policy***

**Purpose:** To establish a process for the handling of requests for ambulance service received through 9-1-1 and via 7 digit numbers.

**Policy:** Requests for EMS assistance placed through 911 Public Safety Answering Points (PSAPs) or directly to ambulance service dispatch centers which request a specific ambulance service will be handled by the PSAP operator/Emergency Medical Dispatcher in the following manner:

1. Those requests which are received at 911 PSAPs requesting either Life EMS or AMR will be conferenced with the requested agency's dispatch center for priority dispatch procedures. For those calls prioritized MED 1 or MED 2 calls, that ambulance service will dispatch their ambulance if the request is for a location in the primary service territories assigned to either Life EMS or AMR. With regard to requests for service received by Life EMS or AMR dispatch centers, the ambulance service will dispatch their own ambulance if the request is in the primary service territories assigned to either Life EMS or AMR.
2. Those requests which are received at 911 PSAPs requesting Rockford Ambulance will be conferenced with the requested agency's dispatch center for priority dispatch procedures. For those calls prioritized MED 1 or MED 2 calls, that ambulance service will dispatch their ambulance if the request is for a location in the Rockford Ambulance primary service area. With regard to requests for service received by Rockford dispatch, that ambulance service will be dispatched if the request is in the primary service territories assigned to Rockford Ambulance
3. Any request for a specific ambulance service which falls outside of the primary service territory of the ambulance requested and has been prioritized as a MED 1 or MED 2 call will be transferred to the ambulance service given primary response responsibility for that geographic area. The initially requested service may elect to dispatch a unit to respond until arrival at the scene of the closer service's ambulance has been confirmed.
4. Those requests for a specific ambulance service, which are prioritized MED 3, will be handled with dispatch of that agency's ambulance.

4/14/93

2/16/95

2/9/96

Names changed 10/1/2010