

**System Protocol**  
Medical First Responder Unit Assignment  
for ECHO Calls Policy

Date: July 1, 2013

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## ***Medical First Responder Unit Assignment Protocol for ECHO Calls***

**Purpose:** To define the process to be utilized for the assignment of Medical First Responder (MFR) resources when a request for service is received, which meets the criteria for ECHO level response.

**Policy:**

1. The MFR PSAP dispatcher, when notified by the EMD provider that the call is an ECHO level call, will assign the call to the MFR unit per standard protocol, if not already assigned.
2. The dispatcher will then sound an alert tone over the air and announce: "Unit (insert unit #) is responding on an ECHO level call to (insert address)" and then repeat. This will alert the initial responding unit that their call has been dispatched or upgraded to the ECHO level and will provide notification to any MFR units who may be scanning and close to the dispatched location.
3. If the initially responding unit is coming from a location other than their station or if the unit does not deploy from a station (e.g., some public safety officer MFR units), they will report their current location. A notation will be made in the CAD case notes when this announcement is made. Any additional response will be coordinated by the primary MFR dispatcher.
4. A unit dispatched to any EMS call at the ECHO level may request another municipally owned unit that is licensed for EMS response to also be dispatched under mutual aid that is perceived to possibly be able to arrive sooner than the dispatched unit.
5. Any municipally owned unit that is licensed for EMS response that believes it may be able to reach the ECHO level patient sooner than the unit dispatched may report its current location and volunteer to respond in addition to the dispatched unit. The initially dispatched unit will determine whether or not this assistance is needed. Such responses will be considered mutual aid.
6. In the event that a municipally owned unit that is licensed for EMS response from a neighboring department volunteers to respond to an ECHO level patient before the initially dispatched unit comes onto the dispatch frequency to notify that they are responding, the volunteering unit, that is municipally owned and licensed for EMS response, may go en route. If and when the initially dispatched unit comes onto the dispatch frequency, they will be advised of the neighboring unit response. The initially dispatch unit will determine whether or not this assistance is needed.

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**Section 8-44(a)**