

West Michigan Regional MCC

Systems Protocols

Medical First Responder Unit Assignment for ECHO Calls Policy

Date: 10/21/19

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Medical First Responder Unit Assignment Protocol for ECHO Calls

Adopting MCAs will have an "X" under their MCA name. If no "X" is present, the MCA has not approved or adopted the protocol.

Allegan	Barry	Clare	Ionia	Isabella	Kent	Mason
					X	
Montcalm	Muskegon	N. Central	Newaygo	Oceana	Ottawa	
	X		X	X	X	

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: When 9-1-1 PSAP personnel or a designated medical dispatch center receive a call for a medical emergency and determine, utilizing Emergency Medical Dispatch (EMD), that the call is an ECHO level call, the appropriate Medical First Responder (MFR) Agency shall be dispatched per protocol and Standard Operating Procedure.

1. The MFR dispatcher will sound an open broadcast or alert tone (as appropriate, per MCA) and announce over the appropriate MFR dispatch frequencies, "Unit (insert unit #) is responding on an ECHO level call to (insert address)". 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 unit, BLS Agency or non-transporting ALS agency who may be scanning radio frequencies and may be close to the dispatched location.
2. 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 Dispatcher.
3. 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.
4. 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 dispatched unit may report its current location to dispatch 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.
5. 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 calls in service to respond, the volunteering unit may go en-route. If, and when, the initially dispatched unit calls in service to respond, dispatchers will advise of the neighboring unit response. The initially dispatch unit will determine whether or not this assistance is needed.

MCA Name: Kent County EMS, Inc.
MCA Board Approval Date: October 21, 2019
MDCH Approval Date: December 16, 2019
MCA Implementation Date: January 15, 2020

Section 8.51