



Southern Tier Regional Emergency Medical Advisory Committee

Policy Statement:

Policy # 99-01

Subject: Direct Dialed
EMS Calls

Issued: 5/20/99

Supercedes:

- I. Title: Emergency Medical Dispatch and Public Safety Agencies Receiving Direct Dialed Calls From the Public Requesting Emergency Medical Service assistance.
- II. Purpose: To provide a standardized approach for public safety agencies (fire, police, ambulance) who receive direct dialed calls from the public for EMS assistance.
- III. Perceived Problem: In the region's counties where a 911 dispatch center exists, the public has, on occasion, inadvertently directly dialed a public safety agency and requested Emergency Medical Service assistance. The resultant dispatch of EMS and provision of prearrival instructions may either be inconsistent with existing EMD protocols and/or be delayed while that public safety agency attempts to fulfill the 911 center's function.
- IV. Policy: If a public safety agency receives a call from the public requesting Emergency Medical Service Assistance, the agency shall:
 - A. Collect appropriate dispatch information:
 1. Name and Location of both caller and/or patient(s)
 2. Reason for call (complaint, problem)
 3. Phone number calling from
 4. Instruct caller to redial 911
 - B. Relay appropriate dispatch information to the 911 Dispatch Center
 - C. Insure that subsequent actions by the public safety agency do not delay the 911 Dispatch Center's notification

STREMAC Approved: 04/14/99

Council Approved: 05/20/99