



Southern Tier Regional Emergency Medical Advisory Committee

Policy Statement: Emergency Medical
Service Agencies Unable To Respond to
Requests for EMS assistance.

Policy # 99-02

Subject: **Agency Unable
to Respond**

Issued: 11/18/99
Supercedes:

Background: In the region's counties where a 911 dispatch center exists, the situation might occur where an agency might be fully committed and unable to emergently respond to an EMS dispatch directive from a 911 center.

Purpose: To provide a standardized approach for 911 EMD Centers with EMS agencies who find themselves fully committed and unable to emergently respond to dispatch directives by 911 Centers for EMS assistance calls.

Policy: If an EMS agency finds itself fully committed and unable to emergently respond to an EMS dispatch directive, that EMS agency shall:

- A. Immediately inform the 911 center(s) that dispatch it of its inability to respond to EMS calls.
- B. Once the EMS agency is able to respond to dispatch directives from their 911 center(s), they shall inform their 911 center(s) of the same.
- C. During this period, if the 911 center receives a request for EMS that would necessitate the dispatch of the agency unable to respond, the 911 center will dispatch an EMS agency capable of responding most efficiently to the request for EMS assistance.

Systems Committee approved 10-12-99
STREMAC Approved: 11/9/99
Council Approved: 11/18/99