



9-1-1 AMBULANCE SERVICE PROVIDER DISPATCH REQUIREMENTS

PURPOSE

To establish the minimum requirements for emergency ambulance dispatch within the Yolo County Emergency Medical Services Agency (YEMSA) Region. It is the intention of this policy to provide individuals in need of emergency prehospital medical assistance with qualified prehospital care in the most expeditious manner possible.

AUTHORITY

Health & Safety Code, Division 2.5, Chapter 1, §§ 1797 et seq
California Code of Regulations, Title 22, Division 9
California Code of Regulations, Title 13, Division 2, Chapter 5, Article 1, §§ 1100.7, 1104, 1105
California Vehicle Code, Division 11, Chapter 1, Article 2, § 21055
California Highway Patrol (CHP) Ambulance Driver's Handbook HPH 82.4
California Supreme Court Decision, County of San Bernardino v. City of San Bernardino (1997)
15 Cal 4th 909
Health & Safety Code, Division 2, Chapter 2.5, Article 1, §§ 1443, 1444
California Welfare and Institutions Code, Division 9, Part 5, Chapter 1, § 17000
State of California – Health and Human Services Agency, Emergency Medical Services Authority, Dispatch Program Guidelines, March 2003, EMSA #132
Office of the Attorney General, State of California, Opinion of Bill Lockyer – Attorney General.
Thomas Lazar – Deputy Attorney General, No. 03-316, September 5, 2003

DEFINITIONS

Ambulance Service Provider Dispatch Center: A YEMSA approved 9-1-1 Ambulance Service Provider Dispatch Center that the PSAP or Secondary PSAP transfers/relays the emergency calls to for the purpose of dispatching ambulance resources.

Ambulance Response Modes: Two (2) accepted modes of responding to requests for emergency medical assistance which are defined as follows:

- I. **Code Two (2) or Priority Two (2):** is a response mode where a unit proceeds expeditiously, without the use of red lights and siren, while obeying all traffic laws without exception.
- II. **Code Three (3) or Priority One (1):** is an emergency response using red lights and siren. California Vehicle Code, Division 11, Chapter 1, Article 2, § 21055 and the California Code of Regulations, Title 13, Division 2, Chapter 5, Article 1, §§ 1104, 1105.
- III. **Code Four (4) or Canceled Call:** is defined as no further assistance is needed by the Incident Commander (IC) or their designee. Further responding units are canceled. All ALS units dispatched via the 9-1-1 system that are canceled prior to arrival on scene shall be considered to be Code 4.



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Emergency Medical Dispatch (EMD): Shall mean the reception, evaluation, processing, and provision of dispatch life support; management of requests for emergency medical assistance; and participation in ongoing evaluation and improvement of the EMD process.

Exclusive Operating Area (EOA): an Emergency Medical Services (EMS) area or sub area defined by the EMS plan for which YEMSA restricts operations to one (1) provider of Emergency Ground Ambulance Services.

Public Safety Answering Point (PSAP): The designated primary public safety agency at which the 9-1-1 call is first received and/or transferred.

Secondary Public Safety Answering Point (Secondary PSAP): A dispatch center that the PSAP transfers/relays the emergency calls to for the purpose of dispatching emergency resources, including ambulances.

YEMSA 9-1-1 Ambulance Service Provider: An Advanced Life Support (ALS) Ambulance Service Provider who has a current 9-1-1 Exclusive Operating Agreement (EOA) with YEMSA or a provider currently authorized by YEMSA to provided 9-1-1 Ambulance Services in a Non-EOA area.

POLICY

- I. Any YEMSA Service Provider Dispatch Center (including approved, non 9-1-1 Ambulance Service Providers), PSAP and/or Secondary PSAP receiving a request for emergency medical assistance, either through the 9-1-1 system or via a seven (7) digit number, from any member of the public shall promptly notify the appropriate communications center for the First Responder and/or the appropriate 9-1-1 Ambulance Service Provider of the call.
- II. All YEMSA approved 9-1-1 Ambulance Service Providers shall operate their own dispatch center, contract with an existing dispatch center, or join with other providers to operate a dispatch system. If a 9-1-1 Ambulance Service Provider utilizes dispatch services provided by another organization, it must have a written contract for that service.
- III. All YEMSA approved 9-1-1 Ambulance Service Providers shall provide dispatch services necessary to receive and respond to requests for emergency ALS Ambulance Services and monitor system status. The 9-1-1 ALS Ambulance Service Provider's Dispatch Center shall:
 - A. Receive and process calls for emergency medical assistance from primary and secondary 9-1-1 PSAPs and seven (7) digit telephone lines.
 - B. Identify and dispatch the closest available YEMSA authorized 9-1-1 ambulance to the scene of the emergency in accordance with the EOA requirements listed below in section D.
 - C. Only dispatch the number of ambulances appropriate for the type of incident or as requested by the Incident Commander (IC) or their designee.
 - D. Notify responding personnel and agencies of pertinent information.
 - E. Monitor and track responding resources (Automatic Vehicle Locators are recommended).
 - F. Coordinate with law enforcement, first responders and other EMS providers as needed.



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- G. Provide required data and reports to YEMSA.
- IV. To maintain the integrity within the YEMSA region, the exclusive provider for the service area where the call is located shall be dispatched to all emergency calls within that service area unless a closer provider is requested through mutual aid or through a previously agreed upon Automatic Aid Memorandum of Understanding (MOU).
 - V. It is the goal of YEMSA that all callers requesting emergency medical assistance from any area or jurisdiction within the YEMSA region have direct access to qualified EMD personnel for the provision of emergency dispatch services, pre-arrival instructions and post-dispatch instructions. National certification of the dispatch center's program is encouraged, but not required. Any PSAP who is unable to provide EMD, shall transfer their call to Secondary PSAP or Yolo County Exclusive Ambulance contract provider dispatch for EMD.
 - VI. If the dispatch agency utilizes a YEMSA approved priority dispatch system, the dispatcher shall follow the protocols associated with that system.
 - VII. Provider ambulances shall not at any time proceed at a level of response other than as directed by the Primary PSAP, Secondary PSAP or Ambulance Service Provider Dispatcher.
 - VIII. 9-1-1 Ambulance Service Providers shall have a written policy and shall make all reasonable efforts to immediately notify the jurisdictional PSAP of the location from where the ambulance is responding from.
 - IX. The dispatch center shall be staffed with sufficient properly trained personnel to accomplish all dispatch and EMD functions (if provided).
 - X. A Computer-aided Dispatch (CAD) system shall be utilized to record dispatch information for all ambulance requests. The CAD system shall include the date, hours, minutes and seconds.
 - XI. The dispatch center shall have capabilities for twenty-four (24) hour, "real time" recordings of all emergency telephone lines and radio frequencies. All radio and telephone communications shall be recorded on tape or other digital recording medium and kept for a minimum of ninety (90) days.
 - XII. Ambulance Service Providers shall have a plan to provide emergency ALS ambulance dispatch during any period of primary dispatch failure. The plan shall ensure that an equivalent dispatch center or dispatch system, approved by YEMSA, is able to serve as a backup dispatch center within five (5) minutes of failure of the primary dispatch center.