



Orange County Emergency Services
Standard Operating Guidelines

SOG Name: Response to EMS Calls

SOG Number: EMS-048

Submitted By: Kim Woodward

Approved By: F.R. Montes de Oca

Date Effective: 12/01/2010

A handwritten signature in black ink, appearing to be "F.R. Montes de Oca", is written over the "Approved By" line.

I. OBJECTIVE

1. This policy is to ensure that all personnel answer calls in a consistent manner and to help in cutting down unnecessary radio chatter. Use your common sense and do what sounds right.

II. SCOPE

1. This guideline applies to all EMS personnel.

III. PROCEDURE

1. EMS calls are dispatched by zones for EMS.
2. Your Ambulance is assigned to an area or zone i.e. station 1 (North), station 2 (south), station 3 (middle) so when a call goes out in this area communications will contact the ambulance in that area.
3. The areas are designated by zones drawn out on a County map in the communications room.
4. In general, EMS station 2 will be the base location for 1 or 2 units (depending on the time of day) and they will work together to cover South of I-40.
5. In general, EMS station 3 will cover areas north of I-40 and assist the north side unit in covering the remainder of the County. If no truck is available south, then the station 3 unit will move south to Weaver Dairy Rd to cover. If no truck is available north, then the station 3 unit will move to EMS station 1.
6. All personnel will learn their area by doing map study periodically during the shift.
7. When dispatched to a call the assigned unit(s) should acknowledge the call and report their location on the radio.
8. If another unit recognizes that they are closer to the call they will ask communications for reassignment stating their current location.
9. Units will not inquire as to the location or status of other units. This includes inquiries over the radio, personal cell phones, or any other communication device. The EMS Supervisor or Assistant Supervisor may redirect units based on system need.
10. The supervisor will direct units to relocate throughout the county as call volume changes to provide the most effective coverage possible.
11. Unless directed by a supervisor, units will not respond to calls unless dispatched to the call.

12. Units will ensure knowledge of the location of the call prior to leaving the station or parking space.
13. Responding EMTs or Medics will not check enroute to a call until they are in their vehicle.
14. Units will include their location with every radio traffic acknowledgment.
15. Units will report the call location when checking en route and again when checking on scene.
16. If an ambulance is dispatched to a call then the ambulance that is closer should take the call regardless of the zone the truck is assigned to. The ambulance crew will say ambulance number, location and then check en route. Do not call the ambulance crew you think is closer on the phone.
17. The EMS Supervisor or the Paramedic will re-direct the ambulance on some occasions for various reasons. The ambulance that is closer always takes the call.
18. The EMS supervisor will be dispatched to calls only if all medics are on calls.
19. The EMS supervisor will be assisting medics on bad calls in order to provide proper ALS care.
20. When a Paramedic is dispatched to a "medic only" call it is the EMT's responsibility to look up the address and to be familiar with the location in the event that the medic requests a transport unit.