
	<b>STAFFORD COUNTY FIRE AND RESCUE DEPARTMENT POLICY - EMS</b>		
	<b>SUBJECT:</b> Standardized Dispatch – EMS Incidents		FRD 100.206
	<b>APPROVED:</b>  Joseph A. Cardello County Fire Chief 		Initiated 3/08/2022  Revised
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#### A. PURPOSE

- 1.0 To establish standard operating procedures for dispatching and the response to emergency medical incidents.

#### B. SCOPE


- 1.0 This policy applies to all members, both career and volunteer, of the Department.
- 2.0 The Virginia Office of EMS requires the dispatch of certified, affiliated, and released EMS Clinicians on EMS licensed apparatus, for the response to medical emergencies.

#### C. DEFINITIONS

- 1.0 Emergency Medical Dispatching (EMD): National standardized EMS dispatching protocols used by the Stafford County Emergency Communications Center (ECC) to process 911 requests for service.
- 2.0 First Responder: Primary response units for emergency and non-emergency response. For the purposes of this policy they are: Engine, Truck/Tower, Rescue, Ambulance, Advanced Ambulance, Medic.
- 3.0 Suppression Unit: For the purposes of this policy they are: Engine, Truck/Tower, Rescue.
- 4.0 Priority 1: Incident that requires emergency response level. Units shall utilize all audible and visible emergency warning devices.
- 5.0 Priority 2: Incidents that require a non-emergency response level. Units shall operate within normal traffic flow while obeying all traffic laws, speed limits, signals, and roadway signs.

#### D. POLICY

- 1.0 Incident Determination & Prioritization
  - 1.1 ECC shall utilize the Medical Priority Dispatching (EMD) process to improve 911 call processing and classification of medical incidents provide pre-arrival instructions. These EMD determinants codes are linked to predetermined response configurations determined by the department.
  - 1.2 Three factors in combination form a determinant code that drives the response configuration. These factors are, the severity & urgency of the complaint, and the

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description of the event.

## 2.0 Determinants Codes

**2.1** Based on the information provided by the caller and dispatch protocol used, calls are classified with an assigned code. This code contains information related to the dispatch protocol used, the determinant as assigned based on the acuity of request.

**2.2** EMD determinate codes establish the number of resources needed (personnel/apparatus), capabilities of those resources, and how rapidly they are needed to handle a request for service. There are six (6) dispatch determinant categories used:

**2.2.1** E = Echo-level response (Most Critical)

**2.2.2** D = Delta-level response

**2.2.3** C = Charlie-level response

**2.2.4** B = Bravo-level response

**2.2.5** A = Alpha-level response

**2.2.6** O = Omega-Level Response (Non-Emergent)

## 3.0 Response Complements

**3.1** All response complements are determined by the department based on the incident category. Any deviations shall be approved by the on-duty Operations Deputy Chief and reporting in-writing to the Operations Assistant Chief after the incident has concluded.

## 4.0 Response Configuration

**4.1** The response complements for each incident will assign specific resources based on their capabilities and their calculated distance as defined by *General Order FRD 200.543*.


## 5.0 Response Priority

**5.1** All calls for service shall be considered a Priority 1 response unless specifically dispatched as a Priority 2.

## 6.0 EMS Call Types

**6.1** In all cases, the closest available and most appropriate resource is dispatched to incidents that are determined to be emergency in nature.

**6.2** In certain circumstances, the closest unit may not be the most appropriate resulting in other units being dispatched. Station personnel should not change response

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complements unless approved by Operations Deputy Chief or their designee.

## 7.0 Emergency Medical Services – Basic Life Support Incidents

7.1 **BLS1** – Non-Urgent & Urgent basic life support medical incident determined by dispatch protocol.

7.1.1 Response – The closest Ambulance or Advanced Ambulance shall be dispatched. If BLS resources are not available within 5 miles, the next closest Medic Unit will be dispatched. No Suppression First Responder will be added to these incidents.

7.1.2 Requirements: One (1) BLS Clinician, one (1) BLS transport unit

7.1.3 Response Priority: Priority 1 & 2 as classified by EMD

## 8.0 Emergency Medical Services - Advanced Life Support Incidents

8.1 **ALS0** – Advanced life support incident, typically used for healthcare facility transfers or other low acuity incidents that may require ALS.

8.1.1 Goal: Dispatch the closest ALS unit only

8.1.2 Minimum Requirements: One (1) ALS Clinician, one (1) EMS transport unit, Minimum of two (2) personnel.

8.1.3 Response

8.1.3.1 Closest ALS equipped unit. If no ALS equipped unit within 8 miles, send the first responder.

8.1.3.2 If the closest ALS equipped unit is a suppression unit, add the next closest transport unit.

8.1.4 Response Priority: Priority 1 & 2 as classified by EMD


8.2 **ALS1** – Advanced Life Support Medical Incident (Most common EMS call type)

8.2.1 Goal: Dispatch the closest ALS (equipped) unit and a first responder to support them. Minimize sending two (2) transport units on the same incident. In certain situations, this may not be an option.

8.2.2 Minimum Requirements: One (1) ALS Clinician, one (1) EMS transport unit, and four (4) personnel total.

8.2.3 Response: Send Closest ALS Resource and closest First Responder



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8.2.3.1 If ALS suppression unit is closest, also send the closest EMS transport unit.

8.2.3.2 If ALS transport unit is closest, also send the next closest First Responder.

8.2.4 Response Priority: Priority 1 as classified by EMD

**8.3 ALS1- A – Advanced Life Support Incident – Non-Cardiac Emergencies**

8.3.1 Goal: Dispatch the closest Advanced Ambulance or Medic and a first responder to support them. Prefer not sending 2 transport units on these incidents. In certain situations, this may not occur.

8.3.2 Minimum Requirements: One (1) AEMT or ALS Clinician, one (1) EMS transport unit, and four (4) personnel total.

8.3.3 Response: Send Closest Advanced Ambulance or Medic Resource and closest First Responder

8.3.3.1 If ALS suppression unit is closest, also send the closest EMS transport unit.

8.3.3.2 If ALS transport unit is closest, also send the next closest First Responder.

8.3.4 Response Priority: Priority 1 as classified by EMD

**8.4 ALS1-M – Advanced Life Support Medical Incident with Multiple Casualties, requiring multiple transport units**

8.4.1 Goal: Dispatch the closest ALS (equipped) unit, a first responder to support them, and a 2<sup>nd</sup> transport unit.


8.4.2 Minimum Requirements: One (1) ALS Clinician, one (2) EMS transport unit, and four (4) personnel total.

8.4.3 Response: Send closest ALS Resource, closest First Responder, next closest transport unit.

8.4.3.1 If ALS suppression unit is closest, also send two (2) closest EMS transport units.

8.4.3.2 If ALS transport unit is closest, also send the next closest First Responder and a 2<sup>nd</sup> transport unit.

8.4.4 Response Priority: Priority 1 as classified by EMD

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**8.5     ALS2 – Critical Advanced Life Support Incident**

**8.5.1**   Goal: Dispatch the closest suppression and EMS transport resources.

**8.5.2**   Minimum Requirements: Two (2) ALS Clinicians *preferred*, one (1) EMS transport unit, one (1) Suppression Unit, and six (6) personnel total.

**8.5.3**   Response:

8.5.3.1 Send Closest ALS Resource, closest Suppression Unit, and closest supervisor.

8.5.3.1.1       If BLS transport unit is closest resource, send in addition to compliment.

8.5.3.2 Response Priority: Priority 1 as classified by EMD

**8.6     EMS Task Force – Mass Casualty Event with less than 10 patients**

**8.6.1**   Response:

8.6.1.1 Five (5) Transport Units

8.6.1.2 Two (2) Supperssion Units

8.6.1.3 One (1) EMS Supervisor

8.6.1.4 One (1) Battalion Chief

**8.6.2**   Response Priority: Priority 1

**8.7     Mass Casualty Alarm –Mass Casualty Event involving 10 or more patients**

**8.7.1**   Response:

8.7.1.1 Ten (10) Suppression Units

8.7.1.2 Ten (10) EMS Transport Units

8.7.1.3 Three (3) EMS Supervisors

8.7.1.4 One (1) Battalion Chief

8.7.1.5 One (1) Medical Care Support Unit (MCSU)

8.7.1.6 One (1) Medical Ambulance Bus

**8.7.2**   Response Priority: Priority 1