

Documenting Cancellation Requests

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Effective: 07-11-99

The source of all cancellation requests should be documented in the call history.

1. Dispatchers receiving a cancellation request from the Police or Fire Department in the form of a terminal to terminal CAD message should append the message into the call history to document the source of the EMS cancellation.
2. Dispatchers receiving a cancellation request in person from a Police Dispatcher who has entered the EMS Dispatch area or over the telephone should enter that fact into the call history to document the source of the EMS cancellation.
3. Unless otherwise noted in the text, a CAD supplement entered by Boston Fire Alarm that the "ALL OUT" has been transmitted may be treated as a cancellation request for EMS.