

General Dispatch Procedures

Supersedes: 02-01-00

Effective: 09-29-08

1. The oncoming crew is solely responsible for notifying Dispatch Operations that a shift change has occurred. The only crews that need to “log off” are those that have no incoming relief such as 16 hour or detail units.
 - 1.1. When a crew logs on, they shall be advised of the current diversion status of hospitals within the BEMS point of entry plan and the three digit Julian date.
 - 1.2. The new Julian date shall also be announced during the 00:00 station ID broadcast.
2. To standardize the use of alert tones, the following guidelines should be used:
 - 2.1. Steady Alert: This alert tone shall be used prior to transmitting routine or administrative messages. Examples in which this alert tone shall be used include the station ID or prior to a special announcement such as a road closing or hospital diversion. This tone shall also be used when attempting to contact a unit that has failed to answer their radio.
 - 2.2. Warble Alert: This alert tone shall precede the dispatch of two or more units to the same incident. Multiple units are not to be called individually prior to dispatch. Examples in which this alert tone shall be used include ALS / BLS and BLS / Supervisor response.
 - 2.3. Hi-Low Alert: This alert tone is reserved for use only with high priority messages such as announcing an EMS OT or when advising on-scene units to evacuate a hazardous location or situation.
3. In an effort to standardize the radio traffic throughout the department, the following terms shall be used by both field and Dispatch Operations personnel to reflect various status changes:

Cancel; Dispatch; En Route; On scene; Transporting; Transport Complete; Clear

4. Any BLS unit that transports to a hospital and does not request an L-20 will be asked their status by the dispatcher after 20 minutes. Any ALS unit that transports to a hospital (with an ALS case) and does not request an L-20 shall have their status verified by the dispatcher after 30 minutes.
5. Units shall state their ETA when volunteering for a response that another unit is already assigned. For example, rather than “Boston, A-4; I’m not sure where A-9 is coming from but we can do that call” simply state “Boston, A-4; we have a 3 minute ETA to 123 Main Street”. The original unit assigned the response will then be asked if they have a shorter ETA. This will minimize radio traffic and ensure that the unit with the shortest ETA will be sent to the call.

6. The safety and well being of department members is paramount to EMS operations. Whenever an off duty member notifies Dispatch Operations that they have stopped at an incident to assist or render care, that member shall be logged onto CAD with their ID (EMT###). An incident shall be generated (if not already entered) and that member assigned to the incident. The dispatcher shall obtain as much information as possible and enter that information into the incident. Appropriate additional resources should be added as requested by the member on scene. When the incident is secured, the appropriate disposition code shall be entered into CAD and the department member logged off.