

Response Acknowledgment Format

Supersedes: 09-29-08

Effective: 12-05-11

1. To ensure that the dispatch information has been received correctly, response units must acknowledge each response in the following format:
 - 1.1. Unit ID, full street address (number and name of the street) or Common Place name, and direction if on MBTA or limited access roadway (such as Storrow Drive or the Massachusetts Turnpike).
2. Dispatchers are responsible to ensure that response units properly acknowledge each response.
 - 2.1. The dispatcher shall direct a response unit failing to properly acknowledge a response to do so in the proper format.
 - 2.2. A unit's continued failure to acknowledge a response in the proper format shall be considered a "non-response".
3. In addition to acknowledging the incident location, responding crews are also responsible for notifying the dispatcher whenever they estimate their time of arrival at the scene of a reported medical emergency to be eight (8) minutes or more.
 - 3.1. Responding crews shall use the pro-word "**extended**" to advise the dispatcher that their ETA is eight (8) minutes or more.
4. Once in the vehicle and physically responding to the incident, the assigned crew shall immediately update their status by pressing the "EN ROUTE" soft key on the mobile data workstation, or by notifying the dispatcher via voice radio.
 - 4.1. If the crew is already in the vehicle at the time of their dispatch and begins their response immediately, they may notify the dispatcher by acknowledging the incident location in the standard format and then stating "en route", at which time the dispatcher will use the "DE" (dispatch / enroute) command, as opposed to "D" (dispatch).
 - 4.2. If a unit is "Dispatched" but does not place themselves "En Route" within two minutes, their status automatically turns to reverse-video in the CAD System as a prompt to the dispatcher. Unless the unit has already advised the dispatcher that they would be delayed going en route (which is then supplemented into the incident), the dispatcher should check the status of the unit to ensure they are enroute to the assignment.

Example of a unit already in the ambulance at time of dispatch acknowledging a response: "Boston, A-20 has 123 Main Street in Charlestown- en route"

See related SOP “Non-Response Procedure, “Extended EMS Response”, General Dispatch Procedures, Mobile Data Workstation / Status Changes