

Cancellation of Ancillary Agencies

Supersedes: 05-01-10

Effective: 06-17-14

Depending on the nature and location of a reported emergency, other public safety agencies may initiate a response along with Boston EMS to the same incident. Whenever it is determined that the services of another responding agency are not required, every effort should be made to contact that agency so that they may cancel their response. Not only does this reduce the number of unnecessary emergency responses throughout the City, it increases the number of public safety resources available to respond to other emergencies occurring simultaneously.

1. Unless already notified, Boston EMS personnel shall request (and not cancel) the appropriate Fire Department respond to any incident in which a hazardous condition exists and take appropriate scene safety precautions until their arrival. For the purposes of this SOP, "hazardous condition" shall include, but is not limited to: confined space or tunnel accident incidents, reported FIRE or HAZMAT incidents, as well as incidents occurring at a construction site in which the victim is located anywhere other than ground level (such as in a basement, scaffolding or on an upper floor of a building under construction).
2. Telecommunicator: Dispatch Operations personnel may send a cancellation request to another agency when updated information reveals the incident no longer meets the criteria for their response. [For example: A caller requests an ambulance and hangs up before any further information can be ascertained. After entering the call as UNKEMS, the Telecommunicator uses the ANI to call back the home and speaks to the patient. The TYPE Code is updated to ILL3 (a TYPE Code which does not normally receive a BPD or BFD response) and a cancellation request may then be sent to the other agencies.]
3. Field Units: Boston EMS Field Units may request other agencies cancel their response under the following circumstances.
 - 3.1. **No Incident Found**: A Boston EMS unit is on scene at the given incident location and EMS personnel have determined that there is No Incident and / or Patient. [For example: Unit arrives on scene and bystanders state patient was already transported by private vehicle].
 - 3.2. **Active Incident**: A Boston EMS unit is on scene at the given incident location and EMS personnel are physically with the patient(s). The crew has determined there is no need for a first responder or ancillary agency response. In the case of cardiac arrest, research has shown that rescuer fatigue may lead to inadequate compression rates or depth, even after just one minute of compressions. Unless other trained rescuers are on scene to assist (such as at

a medical facility), first responders should not be cancelled until the arrival of a second EMS unit to assist with the resuscitation.

4. All requests from an on-scene Field Unit to cancel another responding agency shall include the reason for the request (e.g. "EMS with Patient", "Patient Gone on Arrival", "No Visible Incident").
5. When requesting the Boston Police or Fire Department cancel from a combined incident, the request shall include a comment in the dialog box noting the reason for the cancellation request.
6. When canceling any other agency, such as the Massachusetts State Police or a Private ambulance service, the agency shall be contacted directly and a notation entered into the incident text documenting the cancellation request.