

Out of Jurisdiction Emergency Calls

Supersedes: 12-18-96
Effective: 07-19-98

Occasionally, Boston EMS Telecommunicators receive requests for emergency assistance to locations outside of the City. This can happen in a variety of ways: a person in Boston may have called 9-1-1 requesting an ambulance for a relative in a neighboring city or town or Brookline's PSAP is busy and we receive a call acting as their backup.

1. Process the call as you would any other emergency call.
2. Based on the premise that the 9-1-1 system should be totally transparent to the citizens using it, there is no need to inform the caller that they have reached the wrong PSAP for their town.
3. Enter the call into the CAD with the appropriate TYPE Code and create an ADVISED incident.
4. Using the PSAP directory in VESTA or the Massachusetts PSAP directory, contact the designated PSAP for the city or town in which the reported emergency exists. Private ambulances who are contracted to provide EMS in neighboring cities and towns should not be contacted directly by Boston EMS in these situations.
 - 4.1. This procedure only applies to emergency situations outside of the City. Private ambulance services may still be contacted directly by Boston EMS when we are seeking their mutual aid to emergency or routine transfers within the City.
5. Document in the CAD text which agency was notified of the emergency and close the incident.
6. Telecommunicators receiving an emergency call in which the caller dialed 9-1-1 from another jurisdiction [misrouted 9-1-1 call or overflow from the Brookline PSAP] shall complete an ALI Discrepancy Form.

See related SOP: "ANI / ALI Verification"