

## Telephone Answering Procedure

Supersedes: 07-11-99  
Effective: 12-22-00

The purpose of this policy is to standardize the way Boston EMS Telecommunicators answer incoming administrative and emergency calls. The general call handling techniques taught in the forty (40) hour Association of Public Safety Communication Officials (APCO) Basic Telecommunicator course are the methods approved by the Department.

1. All Boston EMS Administrative telephone lines are to be answered “Boston EMS” followed by the telecommunicator’s department ID (badge number) or last name.
  - 1.1. Administrative lines include all 7 digit emergency and non-emergency numbers as well as all direct “ringdowns” to hospitals, EMS Stations, and other public safety agencies.
2. Boston EMS 9-1-1 transfer lines are to be answered with “Ambulance, (department ID is optional) what is the address of your emergency?” Immediately after this initial greeting, the EMS Calltaker should say “go ahead” which will serve as an acknowledgement to the BPD Calltaker that the call has been received. The BPD Calltaker should then release the line to allow ANI/ALI information to be presented.
3. PSAP Telecommunicators need not identify themselves when answering 9-1-1 calls. If a citizen requests the PSAP Telecommunicator to identify themselves, he/she will give their Department ID (badge number) and agency affiliation (Boston EMS). Telecommunicators are not required to provide their name to callers.
4. Should the E 9-1-1 system go into Bypass Mode, all E 9-1-1 calls should be answered “9-1-1, this line is being recorded, what is your emergency?”