

Unattended VESTA Positions

Supersedes:

Effective: 02-01-00

1. The Boston EMS VESTA workstations have been configured to allow for “forced” or “automatic” call delivery of emergency calls. Through this process, 7-digit emergency calls or 9-1-1 calls transferred from the Boston Police calltakers are immediately presented to an available Answering Position Unit and answered automatically, virtually eliminating any transfer delay.
2. To prevent the inadvertent delivery of an emergency call to an unattended VESTA position, EMS Telecommunicators should “LOG OFF” VESTA and remove the headset from the jack whenever leaving a workstation unattended.