

Use of EMD Guidecards / Promising Service

Supersedes: 03-16-98

Effective: 07-11-99

1. Telecommunicators shall adhere to Department approved Emergency Medical Dispatch guidecards when processing all calls for emergency medical assistance.
2. Having followed the Department approved guidecards and reaching a TYPE code, the reason for any downgrading of predetermined priority for that TYPE code should be documented in the text.
3. Having followed the Department approved guidecards and reaching a TYPE code, the reason for deleting an ancillary agency from a recommended combined response should be documented in the text.
 - 3.1. Deleting an ancillary agency from a combined response does not have to be documented if the reason is covered by another policy in this manual (for example, deleting the Boston Fire Department from a response at Logan International Airport).
4. Every effort shall be made to provide appropriate prearrival instructions to all non-medically trained callers reporting a medical emergency.
5. Unless it is scripted in the EMD pre-arrival instructions, telecommunicators should not inform a caller that “help is on the way” unless an EMS or first responder unit has been dispatched to the location. Callers can be informed “I’ve sent the call to the dispatcher” (if the call has been entered into the CAD System) or “we’ll be there as soon as possible” which will reassure the caller without creating an unrealistic expectation or special duty.