

Caller Requests Limited Response

Supersedes:

Effective: 06-30-97

EMT Telecommunicators may sometimes be asked by callers to limit or otherwise alter a predetermined response level to a reported medical emergency. Callers may request that the Fire Department not be sent or that responding units do not use emergency lights or siren.

1. Unless superseded by another policy in this manual, requests to limit or otherwise alter a predetermined response level to a reported medical emergency shall not be honored. Callers requesting a limited response shall politely be informed that, based on the nature of the emergency, a predetermined response level will be initiated.
2. Requests for a “silent response” should be entered into the CAD text if call volume allows. This information should be relayed to the responding units who will make the determination, based upon traffic and the nature of the emergency (e.g. jumper, hostage), whether it can be honored on their final approach to the scene without delaying their response.