

Calls from United States Coast Guard

Supersedes:

Effective: 05-10-06

Upon request, the Dispatch Operations Division, in conjunction with Metro-Boston C-MED, provides logistical support for incidents occurring and / or terminating in the Metro-Boston C-MED jurisdiction. The Dispatch Operations Supervisor, or designee, shall be notified of any calls from the Department of Homeland Security United States Coast Guard (USCG) requesting assistance. The Dispatch Operations Supervisor shall coordinate communication and deployment of support resources, relaying all necessary information to the appropriate USCG units, ground units and receiving facilities as appropriate.

1. Active Emergencies: Upon receipt of a request for emergency services, the Dispatch Operations Telecommunicator shall enter the call into the Computer Aided Dispatch system using established EMD criteria and other relevant standard operating procedures. The Telecommunicator should also attempt to ascertain any special conditions, such as docks, ramps or obstacles to transfer, and/or landing zone area. In conjunction with the Dispatch Operations Supervisor, the appropriate resource(s) shall be notified to respond to a designated rendezvous point for transfer of patient care and/or transport. Additional inter-agency resources activated could include, but not be limited to, the Boston Police Harbor Patrol or other vessels for water incidents, EMS/private ambulance services, or other ancillary agencies.
2. Inter-Facility Transfers: Upon receipt of a request from the USCG for assistance with an inter-facility transfer, the Dispatch Operations Telecommunicator shall attempt to ascertain the originating facility and contact information, the destination facility and contact information, the type of patient / specialty care needs, and whether the USCG mission transport was initiated by Boston MedFlight or another commercial aero medical service.
 - 2.1. If the patient's condition warrants emergency intervention, Boston EMS or the appropriate pre-hospital provider shall respond to provide patient care and transport.
 - 2.2. If the patient is considered stable, and Boston MedFlight initiated the response, the Dispatch Operations Supervisor, or designee, shall contact Boston MedFlight (800-233-8998) to ascertain whether arrangements were already made for ground transfer and transport. In most cases, Boston MedFlight has already done this, and they will assist in providing ground transport and/or other ground logistical support.
 - 2.3. If the patient is stable, and the response was initiated by the receiving facility, the Dispatch Operations Supervisor or designee shall contact the destination facility to determine the preferred EMS/private ambulance service provider and coordinate the response, transfer and transport with that provider. If the preferred provider is unable, BEMS DOD shall coordinate response of a back-up provider in accordance with normal procedures.
3. All USCG calls for assistance shall be documented in the CAD IH and on the Supervisor's Shift Summary report noting the caller (Name, Rank), the unit, the callback number, the location or Active Incident Area (AIA) when applicable, and whether it is an active emergency incident or an inter-facility transfer. If/when a rendezvous point is established, document that and the ETA as well.