

**Operational Protocol DRAFT
EMS DISPATCH for BACK-UP
AMBULANCE SERVICE**

1) INTENT

The appropriate dispatch of EMS resources is an important part of the EMS response. The Lafayette County Sheriff's Office Public Safety Answering Point (PSAP) serves as the recipient of calls for emergency medical incidents. The City of Oxford is requesting the following admendments to Dispatch Protocols for ambulance response with the city, as recommended by a review committee consisting of City Administration: This request does not alter any provisions for caller interrogation, EMS resource deployment, response determinant, pre-arrival instructions and quality assurance.

2) SCOPE

- a) This protocol applies to the PSAP Dispatch procedures for the City of Oxford.
 - i) The current contracted provider for Ambulance Service within Oxford and Lafayette County is Baptist North Mississippi Emergency Medical Services (EMS). Baptist EMS will continue to perform as the primary EMS Service.
 - ii) Priority Medical Transportation, Inc. is a provider service licensed by the State of MS Department of Health and is now operating withing Lafayette County. While not acting under contract, the City of Oxford requests Priority Ambulance be utilized as a back-up when the primary EMS Service is not available for 9-1-1 response.
- b) This protocol will apply to all licensed advanced life support, basic life support and any quick response emergency vehicles operated by the above agencies.
 - i) The rationale for this protocol is to plan for, develop, maintain, expand, and improve EMS System response within the City of Oxford.
 - ii) One responsibility for municipal and county governments, as to EMS resources, is to ensure personnel and equipment are available for dispatching with specific criteria established as to how EMS will respond to requests for ambulance service
 - iii) The City of Oxford is not seeking to drive Lafayette County Sheriff's Department policies or procedures, but has developed this protocol to provide clear direction for the PSAP and EMS services when performing dispatch or responding to an emergency call.

3) **DISPATCH PROTOCOL**

a) General Statement

The Lafayette County Sheriff's Department 9-1-1 Public Safety Answering Point (PSAP) is the designated agency for receiving and processing all emergency calls with Oxford and Lafayette County. The PSAP has trained personnel and program materials to conduct appropriate call screening to determine the nature of medical emergencies.

Based on information obtained from caller interrogation, the appropriate EMS agency or agencies for emergency medical calls will be determined by the PSAP. The LCSO 9-1-1 Office will not determine response mode. That will be left to the discretion of the responding agency.

b) Dispatch Criteria:

- i) The PSAP will continue to receive calls for an emergency and process the call according to current LCSO 9-1-1 Policies and Procedures. Baptist-NMS EMS is the primary response agency. If Baptist EMS is not available for response, LCSO 9-1-1 should contact Priority Ambulance as a back-up provision to ensure a timely EMS response. This process will still include appropriate caller interrogation, EMS resource deployment, response determinant and, if required, pre-arrival instructions.
- ii) The primary and the back-up EMS agency are both licensed to operate radio equipment on the MS Wide Area Information network (MSWIN). The PSAP telecommunicator will dispatch the back-up EMS resource and announce the call over the appropriate City of Oxford radio frequency designated by Oxford EMA as per LCSO 9-1-1 Office guidelines.
- iii) The primary or back-up EMS agency dispatched by the PSAP will respond to the emergency call, as instructed by the telecommunicator, based on LCSO 9-1-1 policies and procedures. The EMS Agency will acknowledge the call and indicate status (responding or not-available) on the City EMA frequency.
- iv) Each response agency will be responsible for reporting Response Time, Scene Time, Transport Time, Arrival at Hospital or Care Facility Destination and Time in Service/Available for call. PSAP telecommunicators will enter this information for Quality Improvement or Quality Assurance data tracking and reporting.
- v) Response mode will be solely left to the discretion of the responding agency per their policies and procedures, State EMS guidelines, or as determined by the local jurisdiction. Response modes may include the following:
 - Non-Emergency – Basic Life Support Ambulance without LIGHTS & SIREN
 - Emergency BLS – Basic Life Support Ambulance with LIGHTS & SIREN (EMT)
 - Emergency ALS – Advanced Life Support Ambulance with LIGHTS & SIREN (Paramedic)