



County of Marquette

CENTRAL DISPATCH DEPARTMENT

9-1-1 and Emergency Management Programs

180 US-41 East

Negaunee, MI 49866

Manager 906/475-1118

Supervisor 906/475-1196

EM Coordinator 906/475-1134

MEMORANDUM

DATE: June 15, 2006

TO: Central Dispatch Personnel

FROM: Joseph W. Van Oosterhout, Central Dispatch Manager

SUBJECT: Policy – EMS Dispatch

The purpose of this policy is to guide the dispatcher in sending the appropriate EMS agency or agencies to calls for service received by the dispatch center. The overriding consideration when dispatching EMS agencies shall be what is in the best interest of the patient that requires medical attention.

1. Location and jurisdiction of EMS providers.
 - MCCD, for the purpose of dispatching, shall consider EMS units to be at the address the agency has listed on their license for each unit they operate.
 - The EMS provider's jurisdiction shall be based on the primary service area that is listed on the agency's license, and they shall be dispatched within this jurisdiction.
2. First responder agencies shall be dispatched in conjunction with the appropriate transport service.
3. Upon receiving information of an actual or potential medical emergency, MCCD shall immediately dispatch the appropriate types and numbers of emergency resources needed to effectively mitigate the emergency condition.
4. In areas where two or more EMS agencies hold concurrent jurisdiction and are at the same licensure level MCCD shall do the following:
 - MCCD will alternate calls for service by agency, not by unit. Calls for service are received by the dispatch center from the 9-1-1 system, administrative phone lines, radio, mutual aid calls and standard operating procedures.
 - Calls for non emergent transports that services generate from within their agencies shall not be considered in the alternating call system.
 - MCCD will be as equitable as possible with the understanding that dispatchers will use their judgment as to the appropriate agency to send when there are mitigating or exigent circumstances regardless of the alternating method. Further, MCCD will not make up runs

that are missed because an agency is unavailable for whatever reason when they would be next on the alternating call system.

- MCCD shall honor a preference request for a particular EMS agency (this applies to all agencies), except where there are mitigating or exigent circumstance which include but are not limited to:
 - (a) the dispatcher knows that there no units of that agency that are currently available
 - (b) the local public officers on the scene believe that the caller is in shock or otherwise incapable of understanding the immediacy of the need for medical attention
 - (c) or the dispatcher using his or her best judgment does not believe that there is time for the preferred agency to be called
 - (d) the dispatcher believes that to send the preferred agency will leave the County geographically vulnerable should a call for emergency ambulance service arise in a particular location
- No employee of an agency shall call the dispatchers on duty to seek an explanation of why one agency was sent over another. Any complaints concerns or questions shall be directed to the Manage or Supervisor of MCCD by the agency's Director. The MCCD Manager or Supervisor will conduct an investigation of each complaint and will provide a written response, with the findings, to the agency Director and a copy will go to the Central Dispatch Policy Board.