

### Section 10.12: 911 Verbal Patient Refusals

There are certain cases in which an ambulance does not need to be sent, even if the call came in over a 911 line. It is important to remember that the dispatcher should never suggest that the patient does not need an ambulance, nor encourage them in any way to refuse the ambulance if they are undecided.

If the patient decides they do not need an ambulance, use the following guidelines:

1. As with any other call, gather from the caller the standard pieces of information and ask the key questions off the appropriate EMD card.
2. The following are mandatory responses; units should be sent, along with UPD:
  - a. The caller or patient are under the influence of alcohol or any illegal drug.
  - b. The call is a psychiatric emergency.
  - c. The call is for an assault (physical or sexual).
3. Once it is determined that the call for service does not require a mandatory response, the dispatcher must speak with the patient directly to cancel the units. The dispatcher must verbally confirm twice that the patient does not want an ambulance response.
  - a. If the caller is not the patient, and you are unable to talk to the patient, units should still be sent.
  - b. If the request for service is via 911 text, the dispatcher should still call and speak with the patient.
4. Once confirmed that the patient does not want an ambulance, the call should be canceled as “Caller Canceled Response” in CAD.

If needed, the dispatcher can advise the patient of the number to Dial-A-Nurse (979) 458-8379 for medical advice, or direct them to local clinics and emergency rooms.

If the dispatcher is ever in doubt over whether to dispatch units, they should send units and handle the call as normal.