

Section 3.5: Multiple Alarms

If multiple calls for service come in while 861 is on a call or unavailable, the dispatcher should receive complaint information as normal (i.e. entered into CAD and ProQA completed). For the additional alarms, use the following procedure:

1. If 862 or another campus ambulance is in service and available, dispatch them as normal.
 - a. If additional personnel are available at the station to fully and appropriately staff an additional ambulance, and they are willing to respond, dispatch them to the call for service.
2. If 811 is in service and available, dispatch them to the scene.
 - a. If additional staff are at the station and are willing to respond, which combined with 811 make up a full ambulance crew, assign the call to the additional ambulance and update the crew with 811 when both crews make scene. 811 should be then marked Out of Service on Ambulance (OOS - on Amb).
 - b. If no additional staff are available to staff an ambulance (even with 811 dispatched to the call), contact CSFD for mutual aid as outlined in *Section 8.14: Requesting Mutual Aid*.
3. If 811 is on another call assisting a unit, determine if they are able to leave to respond to the additional call for service.
4. If any Texas A&M EMS ambulance is at the receiving facility and have called “partially available”, contact that unit to determine if they are able to respond to the additional call for service and dispatch them as normal.
5. If there are no available TAMU EMS units, contact CSFD for mutual aid as outlined in *Section 8.14: Requesting Mutual Aid*.

Each TAMU EMS unit responding needs its own run number. If another agency responds for mutual aid, the responding agency should have their own run number. This call should be cancelled in Open Work as “Call transferred to [Agency]”. If 811 is on scene and cancels the other responding units, cancel the call according to 811’s reason (patient refusal, GOA, etc.).

Never withhold dispatching a call for any reason, including emergency transfers.