

Section 4.1: Telephones

The dispatcher does not have to stay in the Communications Office, but they will be responsible for answering phones promptly (within three rings) and taking messages. There are four lines that have a ring down feature, which allows a call to ring on the next available line if one is busy. The following is a list of the telephone lines and the use of each:

1. 845-1525: This is the main EMS business line. Emergency calls from various University Departments, such as UPD and Rec Sports, are often received over this line. In addition, this is the line over which the various departments of Beutel Health Center request Emergency/Non-emergency transfers. This line can also be called by Brazos County 911 and College Station 911 to contact dispatch. If needing to call back any caller and Emergency Call Back feature does not work, this line should be used. When contacting any outside department this line should be used.
 - If you need to callback a long-distance number (non-979 area code), this line **must** be used.
2. 845-4321: This is University EMS's secondary business line. When 845-1525 is busy, this is the first line that calls will ring down.
3. 845-7948: This is another line used for answering incoming calls. Emergency calls can still come in over this line if the other lines are busy.
4. 845-4038: This is another line used for answering incoming calls. Emergency calls can still come in over this line if the other lines are busy.
5. 862-3450: This line is the fax line. The fax machine is located in the EMS office.

EMS staff may make personal local calls while on duty if the call does not impede the duties of the crew members.

All telephone lines are recorded.