

Section 4.2: Incoming Telephone Calls

Keep in mind that emergency calls can come in over ANY phone line. Often UPD and Rec Sports requests for ambulances come in over 845-1525. It is imperative, therefore, that ALL phone lines are answered promptly within three rings. The priority for answering phone calls if multiple lines are ringing is as follows:

1. 911 UEMS1
2. 911 UEMS2
3. 911 Text
4. 845-1525
5. 845-4321
6. 845-7948
7. 845-4038

911 UEMS1, 911 UEMS2, and 911 Text will be answered as follows:

D: "University EMS, what is the exact location of your emergency?"

All other phone lines will be answered as follows:

D: "University EMS, this is (First Name)."

ALL incoming calls must be answered by the dispatcher or DIT on duty. If the dispatcher/DIT is busy answering another line, he/she may designate someone else to assist in answering phones. If the dispatcher is alone with multiple lines ringing, all incoming calls should be answered and handled in priority order.

If any non-911 phone line rings while the dispatcher is on either UEMS1 or UEMS2, the dispatcher should answer the line, "University EMS, is this an emergency?" If the call is not an emergency, ask them to call back later and hang up. If the call is an emergency, the call should be treated as a second, third, etc., alarm. When UPD calls regarding an alarm, they will state that "yes" it is an emergency, and the dispatcher will take the information from the UPD dispatcher to facilitate the alarm.