

Section 4.7: Transferring Business Line Requests for Services

In certain situations, calls for service may come to Texas A&M EMS through a business line. If the call is in the Texas A&M EMS service area, the call should be treated as normal, whether our unit(s) respond, or we request mutual aid. In some cases, the call may not be in Texas A&M EMS territory; in this case the procedures listed below should be followed.

1. Obtain key information, as with any other call for service.
2. Advise the caller that you are transferring them and for them not to hang up, as they will not hear anything for a period of time.
3. Press the transfer button on the LCD screen or select the “LINK” button.
4. Dial the number of the agency to which you are transferring or select the speed dial for the agency. This puts the caller on hold.
 - a. Refer to *Section 4.3: Overview of Phone System Features* for transferring instructions.
5. When the dispatcher answers, identify yourself and give the location, call back number, and type of problem.
6. Once information is given to the dispatcher, tell him/her that you are going to link the caller in.
7. Hit the join button on the LCD screen. NOT THE GREEN JOIN BUTTON. This links the other agency with the caller and places you off the call.