

Section 7.3: Recording Calls for Service

All pertinent details of a call for service must be recorded in RescueNet (The computer aided dispatch system). All information entered to RescueNet is an official legal copy of the events on an emergency call. All information entered must be accurate. No information, under any circumstances, is to be fabricated about any emergency call.

If you make a mistake while entering information into RescueNet and cannot correct it, immediately contact the Communications Officer with the incorrect information, what the correct information should be, and the run number of the call, so the information can be corrected.

The current on-duty dispatcher, or trainee if cleared to take 911 calls, should be logged into the RescueNet system, as whoever is logged in at the time of an alarm is recorded as the call taker by RescueNet. If for any reason a dispatcher or trainee takes a call on any account other than their own, a trip note should be added to state who took the call and recorded it into RescueNet.

Dispatchers should also keep information in RescueNet current and up to date (such as available units and unit crew members) to be prepared for emergency calls.

Requests for service should be entered through the Emergency Call Taking interface, unless it is a prescheduled request such as a standby event; these can input through the Call Taking interface. The minimum required information for an alarm is the time the alarm was received, the location of the call, and one chief complaint, though every attempt should be made to gather all of the information available.

A determinant is required for every run number unless the call was canceled before the crew makes scene. If the crew makes patient contact before all of the information was obtained, a determinant must still be provided. Mark remaining ProQA or EMD card questions as unknown before closing the call.

The ProQA tool should be used on ALL alarms. This includes requests from UPD, Standby Medics, and the Health Center. You are not required to go through the ProQA sequence on the phone / radio with callers from these agencies, except the Health Center. However, once the alarm has been dispatched, go through the sequence and click the appropriate response and enter as much information as is known. This will often warrant many "Unknown" or "Unable to Assess" responses.

Call notes should be included with every call; refer to *Section 8.12: Trip Notes* for further information.

All requests for service must be entered into CAD, even if the call was logged on paper.