



Section 7.8: Paging System

The CAD system allows for pages to be sent to individuals or group. Personnel can receive the messages by e-mail or by text message. Crews responding to a call will automatically receive pages for call assignments, when the call receives a determinant, once they are partially available, or if the call is canceled.

Pages to a group of personnel do not require express approval if they are for EMS business. However, overuse of the paging software limits its usefulness. Pages requesting relief or coverage of a shift should be sent when the on-duty personnel or the shift coverage is for someone that is unable to come in for the next shift.

Except in the case of an emergency or urgent EMS business, pages should not be sent between the 2230-0800 hours. In the event that the dispatcher is called and asked to send a page, they have the right to refuse to send pages that are personal in nature and non-essential to daily operations.

Paging Groups:

1. **ADMINISTRATOR EMERGENCY PAGE** – Used for admin notifications.
2. **All Dispatchers** – for all Texas A&M EMS dispatchers.
3. **All EMS** – for all Texas A&M EMS employees.
4. **All Field Staff** – for all Texas A&M EMS field personnel.
5. **Paramedics** – for all Texas A&M EMS paramedics.
6. **Officers** – for all Texas A&M EMS Officers.
7. **Customers** – For all Texas A&M EMS customers. This group should never be used; it is required due to billing needs.