

### Section 8.1: Receiving a Request for Service

Emergency calls will primarily come over 911; however, keep in mind that emergency calls can come in over any of the phone lines. The dispatcher is responsible for answering emergency lines at all times. Any on-duty dispatcher not answering an emergency line shall be subject to dismissal. If, when the 911 line is answered, you hear another dispatcher talking, do not interrupt the other dispatcher. Get any information you can from listening and then question the caller when the other dispatcher is through.

Once it is determined that a request for service is being made, complete the following procedure:

1. Create a new call in CAD or on the paper log.
2. Get the location, call back number (verify), and a chief complaint.
3. Dispatch the unit through a primary tone-out.
4. Complete ProQA questioning.
5. Once determinant and priority have been determined, advise the crew of this information and deliver secondary, giving pertinent patient information.
6. Complete any further questioning if necessary.
7. Give Post-Dispatch Instructions (PDIs) and Pre-Arrival Instructions (PAIs) as applicable.
8. Close the call in CAD once all information has been obtained and all instructions given.
9. Enter trip notes pertaining to the call as necessary. Refer to *Section 8.12: Trip Notes*.
10. Continue to update the call as units advise.

The location of the emergency is the most important information to get. If the caller does not know this, use the ANI/ALI screen to identify their location by building number, if it is a landline. For wireless calls, attempt to use RapidSOS or nearby landmarks to locate a caller. Due to accuracy, ALI coordinates should be used as a last resort. If a call is received over a business line and the caller is not sure of their location, ANI/ALI and RapidSOS will not work, and the dispatcher will need to ask for surrounding buildings, street signs, or landmarks. If this does not help, obtain the phone number at the caller's location, call UPD, and have UPD trace the call to a location. There is also a manual ALI search available on the 911 computers that is not to be used unless the situation is life or death. This requires that the caller provide the phone number at the location of the emergency. The procedure for accessing this search is described later.

For each call, a call back number should be verified twice. If the stated number given by the caller matches the ANI information on the terminal, this serves as double verification. If the ANI information does not match, do not repeat a number back, but instead, verify the number by asking the caller again.

In the event that the caller does not know an answer to a ProQA question, the dispatcher should simply click the "unknown" button to that question or type unknown in free text boxes, to include items such as age and gender. The dispatcher should not waste time questioning the caller further if they do not know the answer to a question. This can cause the caller to give an answer that they are not sure about, and this will result in an incorrect determinant and priority.

Under no circumstances should medical advice be given over any phone line. The only instruction a dispatcher should give to a caller is the information written on the EMD cards (e.g. Post-Dispatch Instructions or Pre-Arrival Instructions) and only after an ambulance has been sent.