



Section 8.12: Trip Notes

Trip notes should be entered for every call for service regardless of the outcome of the call. Each call should receive trip notes about information pertinent to the call that is not already recorded elsewhere in CAD. The trip notes feature has a character limit when exporting the information to anything but CAD; the dispatcher should be aware of this and limit the length of their trip notes. The notes should be completed as soon as possible.

Trip notes should include items such as the following:

1. Which line the call was received on.
2. If ANI/ALI was used to verify the phone number.
3. Any delays experienced by the responding units.
4. Any radio traffic given by the crew besides information marked elsewhere (ex: not time stamps or transport location)
5. When and what other agencies were requested, if applicable.
6. When other agencies arrive on scene, if known and applicable.
7. Anything else the dispatcher feels pertinent.

Things that should not be in trip notes:

1. Patient contact time.
2. Where the ambulance is transporting to and mileage.
3. When things go as normal, such as asking entry questions without any changes.

If the dispatcher feels there is important but sensitive information pertaining to the call, this should be entered into the trip notes while the crew is still en route. For example, gate codes or RapidSOS information should not be given over the radio. Instead, input them in trip notes and advise the crew to check their MDT.