

Section 8.15: Requests for Service not in Territory

Requests for service that are not in the Texas A&M EMS service area, that are not mutual aid requests, may be received by Texas A&M EMS Communications. These calls may be received by 911 or over the business line. When such a call is received, the following procedure should be used:

1. Obtain the location, call back number, and chief complaint.
2. If the request for service is in close proximity to Texas A&M EMS territory, dispatch units as normal to the call.
3. Contact the agency that has jurisdiction over the area.
 - a. Advise them that Texas A&M EMS has units en route and ask if they would like us to continue to the location.
 - b. If advised to continue, treat the call as normal and log if other units from other agencies arrive on scene as able in the trip notes.
 - c. If advised to cancel, then cancel the units as “Call transferred to [other agency]”.
4. If the request for service is not in close proximity to Texas A&M EMS territory, do not dispatch the crew. Instead, follow the protocols for transferring the call to the appropriate agency.

It is up to the dispatcher that takes the request for service to determine what is close proximity to Texas A&M EMS territory. All requests for service on roads bordering campus should have a Texas A&M EMS unit dispatched due to the proximity of the units.

If no Texas A&M EMS units are in service when a request for service is received, obtain the location, call back number, and chief complaint, and transfer the call to the appropriate agency. Advise them that the call is in their territory and there are no Texas A&M EMS units available to assist.

Remember that any calls transferred to Texas A&M EMS via 911 have already had a delay in response by initial questioning by another agency. Therefore, Texas A&M EMS should send a unit when possible, when the request is in close proximity to Texas A&M EMS territory, so that patient care can begin, especially in the case of a critical patient. Patient care should always be placed first regardless of jurisdiction.

Any time a request for service is received, regardless of whether or not it is in Texas A&M territory, a call should be created for record keeping purposes. If no Texas A&M EMS unit is dispatched, this should be cancelled in open work.