

## Section 8.2: Dispatching an Alarm

It is the duty of this service to get help where help is needed. Therefore, one of the top priorities of Texas A&M EMS Communications is to dispatch the ambulance as soon as possible after the call is received, after ensuring the information is accurate. The goal of this service is to dispatch every emergency call in under one minute.

There are many extra steps we do when dispatching an alarm. Do not let these steps distract you from the main purpose of dispatching, which is to get an ambulance to the patient as soon as possible. In potentially life-threatening situations, keep in mind that there is nothing you can do for the patient over the phone that is more important than what the crew can do on scene.

When dispatching units, the following format should be used:

1. Ask the caller to hold while you send the ambulance. Remind them not to hang up.
2. Dispatch the ambulance in the following manner:
  - a. (Tones) "Units, Priority 1, Chief Complaint, Location, Building Number, Map Page, [Repeat], Time Out (Time)."
3. If staging the crew for a dangerous scene, dispatch the ambulance in the following manner:
  - a. (Tones) "Unit, Stage for a Chief Complaint, Location, Building Number, Map Page, [Repeat], Time Out (Time)."

All calls will be dispatched as emergencies except for non-emergency transfers from the Health Centers, or when UPD or Standby Medics request a non-emergency response, regardless of CAD recommendation. If the crew needs to be staged for a possibly dangerous scene, the priority is omitted and left up to crew discretion. When in doubt, the call should be sent emergency.

### Secondary Format

Once the determinant and priority have been determined, and all questioning has been completed, use the following formats for a secondary:

1. If the call is to be maintained in priority, use the format of the following example:

861, maintain priority for a Charlie-level Overdose. You are responding to a 19-year-old male who is conscious and breathing. [Finish with all pertinent information obtained from ProQA, including flagger information.]

  - a. If ProQA prompts the dispatcher to downgrade the call to priority 2, the dispatcher should treat priority 2 as priority 1, and not downgrade the crew. Refer to CG 6 and CG 40 of the SDO's.
2. If the call is to be downgraded, use the following format:

861, downgrade priority for an Alpha-level Sick Person. You are responding to a 19-year-old male who is conscious and breathing. [Finish with all pertinent information obtained from ProQA, including flagger information.]

If at any point it is determined that the crew should stage before they arrive on scene, the crew should be advised to stage and why. UPD or CSFD should be contacted immediately to clear the scene.