



Section 8.8: Requests for Service at Standby Medic Events

When Standby Medics are at an event, it is possible for a request for service comes in by 911, UPD, or some other reason that is not from the standby unit.

In these cases, handle the call as normal. After dispatching, attempt to contact the on-scene standby medic and have them attempt to make contact before the crew. If they advise the crew to downgrade or cancel, mark this in trip notes and cancel as “Disregarded per other EMS unit”.

If at any time the dispatcher feels that an ambulance response will be necessary regardless of standby units going to the incident, the ambulance and any other applicable units should be sent.