

Section 9.1: Communications with Other Agencies

As a Texas A&M EMS dispatcher, you are often the main representative of Texas A&M EMS to other agencies as you will often be communicating with them. Because of this, the utmost amount of professionalism should be taken when communicating with these agencies, no matter the situation.

When communicating with other emergency services and medical care agencies, certain leeway can be given to the caller. If trained medical personnel are already on scene, it is up to the dispatcher's discretion whether or not to provide medical assistance instructions (PAIs/PDIs), though in most circumstances this is not necessary.

If the caller is not with the patient but is in contact with a medic or officer on scene by radio, it may be difficult and time-consuming to communicate in such a second-hand manner. Furthermore, the crew is often able to contact such units directly by radio. In such cases, as always, the dispatcher should obtain as much information as possible while keeping in mind the importance of not delaying ambulance transport to definitive care.

When at all possible, entry questions should be asked of every caller. For common fourth party agencies (UPD, CSFD, BC911, and standby medics), the call back number does not need to be obtained, as it is already posted in dispatch references. Attempts to obtain information beyond entry questions should be employed as available, however do not ask key questions. If more information is not obtained, answer all applicable EMD questions as unknown.

At minimum, ascertain the following:

1. Location
2. Chief Complaint
3. Conscious/Breathing Status