

Policy and Procedures

Title: Determining Priority of Calls

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Date effective: Immediately

Determining Priority of Calls

Statement:

It is the policy of Cooperstown Medical Transport, Inc. (CMT) that all calls received are categorized on a priority basis from the available dispatch information. The mode of response is determined by the priority in which the call is placed.

Purpose:

This policy is to provide guidelines for dispatchers and crews to use for determining the appropriate response mode to the scene of a call.

Scope:

This policy applies to all CMT employees, full time, part time, per diem and interns.

Policy:

1. Call nature is determined by dispatch information. Calls are to be prioritized in the following manner (Refer to *Ambulance Response* policy).
2. **PRIORITY ONE (P-1):**
This mode of response is for true emergencies only. Only a very small percentage of calls for assistance require this mode of response. A response with lights and siren is indicated for this type of call.
 - a. The following are considered by CMT to be true emergencies:
 - i. Cardiac or Respiratory arrest.
 - ii. Person down, unknown status.
 - iii. Allergic reactions with unknown respiratory status.
 - iv. Difficulty Breathing.
 - v. Chest pain.
 - vi. Uncontrolled Hemorrhage.
 - vii. Possible CVA.
 - viii. Unresponsive (as a new event).
 - ix. Head injury with loss of consciousness.
 - x. Known or suspected major trauma.
 - xi. MVA with confirmed or unknown PI.
 - xii. Emergency Hospital transfer only when the hospital specifically requests emergent response to the ED.
 - xiii. Situations not fitting the above categories, where it is determined that there is significant potential for patient deterioration.
 - xiv. All calls categorized by certified EMD trained dispatchers as Echo, Delta, Charlie, or Bravo priority.
 - xv. Requests for ALS assistance, if not otherwise determined as Alpha or Omega.
3. **PRIORITY TWO (P-2):**
 - a. This mode of response is for unscheduled, immediate transfers, scheduled or unscheduled calls for assistance that do not fit into priority one category.

- b. This is an emergency call without the use of lights and siren.