

## Policy and Procedures

*Title:* Maximum Call Receipt Interval

*Date issued / last revision:* January 8, 2003

*Date effective:* Immediately

# Maximum Call Receipt Interval

*Statement:*

It is the goal of Cooperstown Medical Transport, Inc. (CMT) to assure a timely response to all requests for assistance.

*Purpose:*

CMT is establishing policy regarding a maximum call receipt interval and a procedure if this call receipt interval is exceeded. (As outlined in the *Ambulance Response* policy and procedure)

*Scope:*

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

*Policy:*

1. **CALL RECEIPT INTERVAL:** As defined by NYS DOH, “means the elapsed time from receipt of a request for emergency assistance by the service or its dispatch agency to the time a staffed ambulance or ALSFR vehicle is enroute to the reported location of the incident.”
2. For calls determined to be of an emergency in nature and requiring an emergency driving response using emergency lights and siren (Priority 1) (Refer to *Determining Priority of Calls* policy):
  - a. Dispatch shall not exceed 2 minutes from call receipt till dispatch of the nearest appropriate response vehicle.
  - b. Crews shall not exceed 2 minutes from their call receipt till response to the call.
3. For calls determined to be of an emergency in nature and requiring a non-emergency driving response without the use of emergency light and siren (Priority 2), (Refer to *Determining Priority of Calls* policy):
  - a. Dispatch shall not exceed 2 minutes from call receipt till dispatch of the nearest appropriate response vehicle. An exception will be allowed if this is a scheduled pick up time.
  - b. Crews shall not exceed 5 minutes from their receipt of call to response to the call. An exception will be allowed in the case of a scheduled pick up time, where the call crew shall arrive on scene 10 minutes prior to the scheduled time.
4. If dispatch is unable to meet the required call receipt interval, or determines that a crew will not be able to meet their call receipt interval, they will contact the appropriate dispatch agency for the area of the call and request the nearest appropriate response vehicle to be dispatched.