

Monterey County EMS System Policy



Policy Number: 3030
Effective Date: 7/1/2023
Review Date: 6/30/2026

EMS CALL ROUTING AND PROCESSING

I. PURPOSE

To define the requirements and procedures for Public Safety Answering Points (PSAPs) and Public Safety Agencies to identify and route all appropriate Medical Calls to a designated EMS Communications Center in Monterey County, so that certified Emergency Medical Dispatchers can provide Medical Priority Dispatch System (MPDS) services. These procedures include both concurrence or non-concurrence of Public Safety Agencies with jurisdiction to continue delegation of EMS call processing or to maintain EMS call processing within a Public Safety jurisdiction.

II. POLICY

- A. Concurrence: All appropriate Medical Calls in Monterey County, once identified, shall be immediately routed to a designated Monterey County EMS Communications Center for proper MPDS assessment, Post-Dispatch Instructions, and Pre-Arrival Instructions. This includes all first, second, and appropriate third-party callers.
- B. Non-Concurrence: All appropriate Medical Calls in Monterey County, once identified, shall immediately receive proper MPDS assessment, Post-Dispatch Instructions, and Pre-Arrival Instructions by Public Safety communications personnel in compliance with EMS System Policies.

III. PROCEDURE

- A. Concurrence Public Safety/PSAP Medical Call Routing:
 - 1. All Medical Call phone transfers shall ensure ANI/ALI information, if available, is sent with the caller to the designated EMS Communications Center.
 - 2. The designated EMS Communications Center shall work with local PSAPs to develop and implement policies that address special call handling procedures, including but not limited to: multiple callers for a single incident, language barrier calls, and rescue events.
 - 3. All Monterey County PSAPs shall ensure that call intake procedures only obtain essential information on Medical Calls prior to transfer of the caller to the designated EMS Communications Center and shall not conduct any medical screening or other redundant questioning contained within a MPDS interrogation.
 - a. An exception to the routing of the caller in this policy is when a PSAP determines it is not safe to transfer the caller to the designated EMS Communications Center. In those cases, such as Law Enforcement calls, scene safety concerns, and some specialized rescue, the PSAP shall ensure the address, chief compliant, and safety instructions are immediately

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included in the comments of the call notes and shall not delay EMS call creation or response to the address of the emergency. For the Exclusive Operating Area (EOA) contracted ambulance provider, all such calls that cannot be immediately processed through MPDS shall be assigned a Priority 2 response unless otherwise requested by first responders on scene, law enforcement, or subsequent MPDS determinant.

4. Once a PSAP has completed their interrogation, if appropriate, they should transfer the caller to a designated EMS Communications Center for MPDS processing.
 5. All initial, subsequent, or modified Public Safety/PSAP policies and procedures related to this EMS System policy shall be made available to the EMS Agency before implementation.
- B. Non-Concurrence Public Safety/PSAP Medical Call Routing:
1. Public Safety/PSAPs shall develop and implement policies that ensure all Medical Calls are properly identified and processed through MPDS procedures consistent with EMS System policies.
 2. Public Safety/PSAPs shall ensure all appropriate responders (Police, Fire, EMS) receive the call simultaneously for proper assignment by their respective dispatchers.
 3. All initial, subsequent, or modified Public Safety/PSAP policies and procedures related to this EMS System policy shall be made available to the EMS Agency before implementation.
- C. Concurrence and Non-Concurrence Public Safety/PSAPs and/or designated EMS Communications Center Medical Call entry and MPDS:
1. The Public Safety/PSAPs and/or designated EMS Communications Center shall ensure that all Medical Calls include a problem nature protocol description selected in CAD that corresponds exactly with the MPDS protocol numbers 1-33 descriptions.
 2. The Public Safety/PSAPs and/or designated EMS Communications Center shall ensure that MPDS is used on all Medical Calls, including requests from medical facilities to transport a patient to the emergency department (ED) (Card 33).
 3. The Public Safety/PSAPs and/or designated EMS Communications Center shall ensure all available comments; including scene safety, and patient condition, are documented in the call by the call taker or Emergency Medical Dispatcher and are available, real time, for responders to view.
 4. The Emergency Medical Dispatcher shall remain on the phone on all ECHO level, and appropriate DELTA level calls, to provide post-dispatch instructions, pre-arrival instructions, or to maintain and monitor, until first responders are with the patient.
- D. Concurrence Public Safety/PSAP and/or designated EMS Communications Center Medical Call Dispatch Process:

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1. Once Public Safety/PSAPs and/or designated EMS Communications Center identifies a call as a Medical Call, and an accurate location is identified, Public Safety/PSAPs and/or designated EMS Communications Center shall ensure the call is created/generated in the CAD assignment queue simultaneously for Fire first response and ambulance response.
2. All Medical Calls shall initially be created as a Priority 2 response for the EOA contracted ambulance provider.
3. Once the Emergency Medical Dispatcher has assigned a MPDS determinant, the EOA contracted ambulance provider response priority shall be modified by the appropriate dispatcher, if necessary, based on the criteria in EMS System Policy and Procedure 3050: MPDS Response Priorities and Assignments to EMS Calls.
4. Once an Emergency Medical Dispatcher has assigned a MPDS determinant, the Emergency Medical Dispatcher shall immediately provide the updated determinant to the first responder.
5. Any reduction or increase of an ambulance response priority to a Medical Call, for any reason, shall be recorded so that upon request it is available to the EMS Agency for accurate data analysis and response time calculations.

IV REFERENCES

California Code of Regulations, Title 22, Division 9

California Health and Safety Code § 1797.220

END OF POLICY


John Beuerle, M.D.
EMS Medical Director


Teresa Rios
EMS Bureau Chief