

Subject:	EMD Critical Sequence Call Handling	
Effective:	5/26/2015	Procedure
Update:	2/20/2018	
Reference:		

PURPOSE

To ensure that an Emergency Medical Dispatch (EMD) dispatcher can provide EMD while handling a Critical Sequence Call (childbirth, choking and CPR) without being interrupted during the entire duration of the telephone call. This procedure is effective immediately and until further notice, and is to be followed on every critical sequence call when feasible. Every consideration must be made before any interruptions are made.

PROCEDURE

1. When an EMD dispatcher working a radio console answers a call that is determined to be a critical sequence call (childbirth, choking or CPR), the EMD dispatcher should immediately alert an available dispatcher if one is present. The EMD dispatcher must ensure that their signal has been acknowledged.

2. The EMD dispatcher will immediately focus their attention on the caller. The EMD dispatcher will not place the caller on hold to answer radio traffic or answer any other telephone call.
 - a. If there is another dispatcher present in the room, and they are able to do so, they should immediately take over the EMD dispatcher’s radio until the EMD dispatcher has completed the critical sequence call.
 - i. If necessary, Sheriff’s Channel 2 will be temporarily closed and then re-opened as soon as possible to facilitate this procedure.

 - b. If the initial EMD dispatcher has only asked the first two questions (“9-1-1, what is the address of your emergency” and “Okay, tell me exactly what happened”) and there is an EMD dispatcher available who is not working a radio console and available to take over the EMD call, they should do so.
 - i. An EMD dispatcher should place a non-urgent call on hold if there is a need for them to take over a critical sequence call.

3. Any failure to follow this procedure will require immediate notification to the Communications Manager via email with the following information:
 - a. The reason the critical sequence call was interrupted. (i.e., what else was occurring at the time).

- b. The names of all dispatchers on duty at the time
 - c. The date, time and location of the incident generated by the critical sequence call.
4. In addition to notifying the Communications Manager, the on-duty dispatch supervisor needs to log the call circumstances into the file room; Dispatch Supervisors; EMD Interrupted; [YEAR] Dispatch During Critical Sequence; [Appropriate Month]