

Subject:	EMD Transferred Calls	
Effective:	11/28/2017	Procedure
Update:	4/30/2018, 9/19/2018	
Reference:		

PURPOSE

To standardize the initial questions when medical calls are transferred from another agency to our dispatch center for Emergency Medical Dispatching (EMD), to maximize customer service and to meet or exceed the goal of a caller beginning chest compressions within two minutes from the initial call for assistance.

PROCEDURE

1. When a call is transferred for EMD by another agency (LOPD, SMPD or UCPD), the dispatcher will:
 - a. Answer the phone with the required greeting, "9-1-1, what is the address of your emergency?"
 - b. The transferring agency should provide an address and advise the call taker the caller is being transferred for EMD.

2. If the call taker is EMD trained, s/he will tell the caller:
 - a. "This is the medical dispatcher. I have help on the way. Please confirm your address."
 - i. Do not ASSUME that the transferring agency provided the correct address.
 - ii. Do not ask the caller "Is your address [what the transferring agency advised]?" The caller needs to provide the address to you.
 1. If the address provided by the caller matches what was provided by the transferring agency, the call taker can use the transferring agency's statement as confirmation (similar to using the ANI/ALI as confirmation.)
 2. If the address provided by the caller DOES NOT match what was provided by the transferring agency, the location will need to be verified by the caller (i.e., "Please repeat your address to ensure help is coming to the right location" or some variation of this.)
 - b. Immediately begin EMD ("What is your phone number? Okay, tell me exactly what happened", etc.)

3. If the call taker is not EMD trained, s/he will tell the caller:
 - a. "I have help on the way. Please hold for a medical dispatcher."
 - b. WITHOUT putting the call on hold, request an EMD call taker take over the call.

- c. The EMD call taker will take over by reassuring the caller, “This is the medical dispatcher. Help is on the way. Please confirm your address.”
 - i. Do not ASSUME that the transferring agency provided the correct address.
 - ii. Do not ask the caller “Is your address [what the transferring agency advised]?” The caller needs to provide the address to you.
 - 1. If the address provided by the caller matches what was provided by the transferring agency, the call taker can use the transferring agency’s statement as confirmation (similar to using the ANI/ALI as confirmation.)
 - 2. If the address provided by the caller DOES NOT match what was provided by the transferring agency, the location will need to be verified by the caller (i.e., “Please repeat your address to ensure help is coming to the right location” or some variation of this.)
- d. Immediately begin EMD (“What is your phone number? Okay, tell me exactly what happened”, etc.)