



## Genesee County Medical Control Authority

### System Protocols DISPATCH

Initial Date: 8/5/2010  
Revised Date: 5/14/2025

#### Section 8-6

## Dispatch

Upon receiving information that an apparent medical or trauma problem exists, the appropriate 911 dispatch center shall attempt to quickly ascertain the severity of the medical or trauma problem. The 911 dispatch center will follow the instructions of a GCMCA Board approved EMD system to identify the appropriate classification of a call. EMS agencies will comply with the dispatching policies of their local PSAPs. Local municipalities can determine, in accordance with the rules and regulations of the Genesee County Medical Control Authority, the level of agency licensure, as well as who will provide EMS service in their area.

Each EMS agency with a dispatch center must use a GCMCA Board approved EMD system and be able to verify that dispatchers are certified in that system. If a dispatcher has been hired by an agency but their training has not been completed or certification has not been received, the dispatcher can work in this capacity under direct, on site supervision for up to six months until the training and certification can be completed. The 911 center and EMS agency must ensure that all communications by the dispatcher be recorded.

There are currently two approved EMD systems for Genesee County – Medical Priority Dispatch System (MPDS) and the Association of Public-Safety Communications Officials (APCO). Because these two systems use different terminologies, the following chart outlines what terminology is used by each system and its response type when GCMCA protocols reference Tier I and II calls:

Response Type	Best County “Tier” Comparison	MPDS (Clawson)	APCO
ALS emergency plus additional resources for respiratory / cardiac arrest	No designator uses Tier One	ECHO	No specific designator uses Medic Emergency
ALS emergency	Tier One	DELTA	Medic Emergency
ALS non-emergency	No designation uses Tier One	CHARLIE	No designation uses ALS emergency
BLS emergency	No designator uses Tier Two	BRAVO	Basic emergency
BLS non-emergency	Tier Two	ALPHA	Basic Non-emergency



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Referred to other agencies or very low response such as public assist or detox (in some EMS systems patients are referred to pre-arranged wheelchair or taxi cab services)	No specific designation uses Tier Two	OMEGA	No specific designation uses Basic Non-emergency
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In cases when an EMS agency receives a call from a PSAP, a prompt response is required. If there is any delay on the part of the EMS agency or its personnel (e.g. trains, mechanical failure, problems in locating call, etc.), the originating 9-1-1 agency should be contacted immediately.

911 dispatch center personnel can opt to alter the status of a call at any time based upon additional information received from the caller or other personnel on scene.

If 911 cancels any EMS unit, that unit must cancel and not respond to the call. The dispatched unit will not run lights and sirens to Tier II calls.

If an EMS unit is dispatched to a Tier II call and they determine that their services are needed for a second purpose enroute to that call (e.g. MVA), they must stop to determine the nature of the second request for assistance and notify 911 of the delay. If an EMS unit is dispatched to a Tier I call and they determine that their services are needed for a second purpose enroute to that call (e.g. MVA), they must continue to their originally dispatched location and notify 911 of the second request for assistance.

An EMS unit can only respond when properly dispatched.

If a unit is in need of a lift assist they will contact 911 to dispatch a fire or police agency if the local jurisdiction has agreed to provide these resources for this purpose. If the local jurisdiction has not agreed to provide these resources and the patient is a Tier 2, the 911 dispatcher will inform the EMS unit of this and request they seek assistance from another one of their agency's units. If the agency has no other resources available to provide a lift assist the 911 dispatcher will be recontacted for assistance. Any fire agency that is licensed as an EMS agency will respond to Tier 1 lift assists if dispatched by 911.

If an EMS unit is on a Tier 2 call and there are equipment or vehicle issues that require assistance from another EMS unit (e.g. broken stretcher, vehicle broken down, etc.), then that unit will contact their agency to provide assistance.



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A non-law enforcement EMS unit will not be dispatched to a call where a weapon is known to be on scene unless they are instructed to stage and law enforcement has been dispatched.

An EMS unit will not be dispatched to calls for the sole purpose of recovery and disposal of hazardous waste, including found needles, unless those items were produced by the responding unit.

If inclement weather is present, EMS units may respond without lights and sirens for crew and community safety.