



*Genesee County Medical Control Authority*

System Protocols

CANCELLATION OF DISPATCHED EMS UNIT

Initial Date: 8/5/2010  
Revised Date: 4/7/2022

**Section 8-1**

## **Cancellation of Dispatched EMS Unit**

If once on scene the first responding BLS crew believes that Advanced Life Support care is unnecessary, the BLS crew will cancel the responding ALS unit and contact on-line medical control as soon as possible. MFRs may only cancel a medical unit when there is no patient or they have obtained a signed refusal as allowed for in the EMS Agency Responsibilities protocol.

Appropriate 911 dispatch personnel may cancel a transporting unit only if one of the following conditions exists:

1. a patient cannot be located by on-scene response personnel (i.e., police or medical first responder);
2. patient proceeds in a privately owned vehicle;
3. a closer or more appropriate transporting EMS unit is dispatched
4. additional information is received by 911 that would warrant a cancellation.

Appropriate 911 dispatch personnel may cancel a non-transporting unit only if one of the following conditions exists:

1. a patient cannot be located by on-scene response personnel (i.e., police or medical first responder);
2. patient proceeds in a privately owned vehicle;
3. a transporting EMS unit is on scene and requesting cancellation of other EMS units.
4. additional information is received by 911 that would warrant a cancellation.

No other person(s) are authorized to cancel or terminate pre-hospital EMS services.

Note: For the purposes of this protocol, a situation in which injuries or illness have not been confirmed does not constitute an “emergency” (e.g. motor vehicle crash with unknown injuries, unknown medical alarm).

911 dispatchers and 911 supervisory personnel may inform EMS personnel that they are dispatching an ALS unit should additional information become available. However, 911 dispatchers and 911 supervisory personnel will not cancel or refuse ALS support when requested by on scene or in route to scene EMS personnel. 911 dispatchers and/or 911 supervisory personnel who are not on scene, have no authority to refuse ALS support when requested by EMS personnel on scene or EMS personnel going to the scene.

### **NON-MEDICAL PERSONNEL ATTEMPTING TO DICTATE LACK OF NEED FOR ALS/BLS MEDICAL INVOLVEMENT:**



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Any calls through a 911 center relating to potential medical injuries will mandate dispatching of EMS personnel. Non-Medical personnel (i.e., police, fire fighters, etc.) will not cancel dispatched EMS personnel to the scene when a 911 center has determined medical assistance may be needed. They may instruct a 911 center that they need EMS involvement, but cannot cancel or refuse it when requested.