

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 Advisory Committee approved EMD system to identify the appropriate Tier level of a call. At that point, the 911 dispatch center will notify the closest most appropriate ALS or BLS vehicle(s) for that call and dispatch according to their EMD system. In order to be dispatched to an emergency call, the vehicle must be equipped with automatic vehicle locator (AVL) equipment that is compatible with the 911 center, and that equipment must be on and properly functioning to allow 911 to see the physical location of the unit. AVL equipment must be set with a refresh rate that is every ten (10) seconds or 1/8 of a mile. The vehicle must also have the necessary equipment to have voice contact with the 911 dispatcher. The vehicle must have CAD capability with the Genesee County 911 Center. A crew will not accept a dispatched call if they are unable to respond (vehicle moving) within 60 seconds of dispatch.

Each EMS agency with a dispatch center must use a GCMCA Advisory Committee 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



Genesee County Medical Control Authority

System Protocols
DISPATCH

Initial Date: 8/5/2010
Revised Date: 6/2/2022

Section 8-6

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
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

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.



Genesee County Medical Control Authority

System Protocols
DISPATCH

Initial Date: 8/5/2010
Revised Date: 6/2/2022

Section 8-6

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.

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.