

TOMS RIVER TOWNSHIP EMERGENCY MEDICAL SERVICES GENERAL ORDERS



VOLUME:

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SUBJECT: EMS Agency Dispatch Protocol

BY THE ORDER OF:

Paul Daley, Director of Emergency Medical Services

Effective Date:

SUPERSEDES ORDER #:

Updated 11/13/13

PURPOSE: To formally establish an Emergency Medical Services (EMS) dispatch protocol within the Township of Toms River. Additionally, this general order will explain the order in which EMS response agencies will be dispatched.

POLICY: The Toms River Township Emergency Medical Services system is comprised of the Toms River Township Emergency Medical Services (TRTEMS) and autonomous volunteer first aid squads operating within the township. These agencies are supplemented by commercial and municipal mutual-aid EMS agencies.

These EMS agencies are dispatched by the Township at the Township's sole discretion.

PROCEDURE:

I. Dispatch:

All EMS assignments will be received and dispatched by the Toms River Fire Department Fire/EMS dispatcher. EMS assignments will be dispatched on a frequency designated by the Director of EMS. EMS operations will be conducted on the dispatch frequency unless otherwise directed.

II. EMS Response Agency:

- A. To expedite patient care and provide the most efficient EMS to the residents and visitors of the Township, EMS assignments will be dispatched to the closest EMS agency that has an acceptable ambulance crew available on-radio and capable of responding in an ambulance within one minute of dispatch.
- B. An acceptable EMS ambulance crew shall consist of at least two crewmembers who are currently certified by the State of New Jersey as EMT-Bs, and who hold current certifications in CPR at the professional rescuer level. First responder non-transport vehicles and their crews shall not qualify as an acceptable crew.

- C. Volunteer first aid agencies that do not have a crew standing by at their building or in an ambulance will not be considered for closest unit designation. Duty crews responding “via pager” will be dispatched as needed per dispatcher discretion.

III. Dispatch Procedure:

- A. Upon beginning their tour of duty, TRTEMS and the volunteer EMS agencies will contact the Fire/EMS dispatcher to notify the dispatcher of the names of the ambulance crew, the unit number of the ambulance they will be using, and their operational period. The Fire/EMS dispatcher will enter the crew information into Spillman.
- B. Upon receipt of an EMS assignment the Fire/EMS dispatcher will determine the closest available unit to the assignment using the Spillman dispatch system. The dispatcher will activate the **volunteer squad tones** to alert the crew and will assign the call to the ambulance crew via two-way radio and computer. The EMS crew must respond via radio immediately and be responding in their ambulance within one minute of dispatch.
- C. Ambulance crews will advise dispatch via radio of their arrival at the scene, when departing the scene, upon arrival at the receiving hospital, and when available at the hospital.
- D. All crews will be considered available for additional assignments once they clear from the hospital unless extenuating circumstances prevail, i.e. decontamination.
- E. In the event there are no available EMS crews the dispatcher will utilize the township-wide “all-call” alert to request additional volunteer EMS resources. If no ambulances respond or become available within 5 minutes, a municipal or commercial mutual aid EMS agency will be requested.
- F. The dispatcher may, at their discretion, utilize commercial or municipal mutual-aid EMS resources as needed to ensure that EMS assignments are completed.

IV. Scheduling:

Volunteer EMS agencies shall submit a schedule with their duty crews via the I Am Responding scheduling program no later than Sunday night at midnight for the week beginning the next day.

V. Authority of the Fire/EMS Dispatcher:

The Fire/EMS dispatchers may, at their discretion, deviate from these guidelines in order to ensure the prompt, efficient provision of emergency medical services. The Fire/EMS dispatcher will document the reason for any deviations into Spillman.

The Fire/EMS dispatcher is authorized to position CSO ambulances at strategic locations throughout the Township in order to facilitate a uniform rapid response to EMS assignments based on the number of available EMS crews on duty. The CSO Units should centralize themselves without being directed to do so.