

**St. Clair County**  
SYSTEM  
DISPATCH

Initial Date: February  
Revised Date:

Section 8-6

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## ***Dispatch***

### **Purpose:**

As mandated under Public Act 368 of 1978, as amended, Section 20919 (1)(b): "A local medical control authority shall establish written protocols for the practice of life support agencies and licensed emergency medical services personnel within its region. The protocols shall be developed and adopted in accordance with procedures established by the department and shall include medical protocols to ensure the appropriate dispatching of a life support agency based upon medical need and the capability of the emergency medical services system."

Local municipalities shall determine, in accordance with the rules and regulations of their local Medical Control Authority, the level of agency licensure, as well as who will provide EMS service in their area.

### **Protocol**

1. Public Safety Answering Points and/or Life Support Agency dispatch centers shall use Enhanced 911 technology, where available, and shall dispatch appropriate resources as quickly as possible.
2. Since ALS may provide additional medical care and delay may negatively impact patient outcome, in areas where ALS is available it shall be simultaneously dispatched to certain medical emergencies including, but not limited to:
  - a. Cardiac Arrest
  - b. Chest Pain
  - c. Stroke
  - d. Drug Overdose / Poison
  - e. Altered Mental Status / Unconscious
  - f. Allergic Reaction
  - g. Difficulty Breathing
  - h. Drowning or Near Drowning
  - i. Injury with Bleeding or Immobility
  - j. Seizures / Convulsions
  - k. Diabetic Reactions
  - l. Child Birth
  - m. Burns
  - n. or as determined through prioritized dispatch developed through an MCA approved EMD program.

All medical callers shall be provided with complaint evaluation and prioritization, along with pre-arrival instructions through an Emergency Medical Dispatch program approved by the MCA. Pre-arrival instructions should conform to nationally recognized guidelines.

# St. Clair County

## SYSTEM DISPATCH

Initial Date: January 2018

Section 8-6

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Non-Transporting First Response Agencies who wish to expand their response beyond the EMD Response Protocol to include non-emergency (Alpha & Omega) requests.

- A. Any Non-Transporting First Response Agency that wishes to expand their response to include non-emergency (Alpha & Omega) categorized requests based on approved county EMD protocols must meet the following criteria/requirements.
  1. Annually along with their life support agency operations license, a letter must be provided by the communities elected Board/Council indicating they understand the increased cost and risk which may be associated with expanding their response beyond St. Clair County Medical Control's accepted EMD Protocols.
  2. This letter shall be signed by the communities Chief elected official or City Manager.
- B. The Non-Transporting first responders who wish to deviate from the EMD Protocols above shall respond Non-emergent, in accordance with the Protocol for all Omega and Alpha response situations.