Purpose:

This policy provides WestCom personnel guidelines for paging EMS units responding to requests for service.

Policy:

1. Pager Test
   - All pages will be tested nightly at 18:00 hours or as soon as practical after that time.

2. Miscellaneous Pages
   - The Command Staff will be the only EMS personnel authorized to initiate special pages, except as noted below.
   - An ECP may request that dispatch page a member of the Command Staff after the provider has made unsuccessful attempts to contact Command Staff by phone, pager, or radio and the situation is urgent, or in an emergency when the assistance of a supervisor is needed.

3. Fire/EMS Page Channel
   - As soon as the dispatcher receives a request for EMS, they will immediately enter the address and locate the appropriate district.
   - The EMS alert tone will be immediately simulcast over the Fire/EMS Page and Response Channels as well as the VHF paging frequency. The assigned EMS unit,
address and appropriate Fire Department district will be given, followed by an announcement of pending medical or trauma call.

- Crews will acknowledge pages on the page channel. This allows crews monitoring the page channel, to be assured that the appropriate unit has received the page and will be responding to the request for service.

- There is no need for Westcom to page the Fire Department to EMS calls. With joint channel dispatching, the Fire Department will automatically respond to EMS calls in their primary district as they will be monitoring the page channel.

- Units returning to an available status will notify Westcom via the page channel. This allows crews monitoring the page channel, to know when they are no longer covering another territory and that the primary ambulance for that area is back in service.

4. Fire/EMS Response Channel

- The response channel will be used for radio communications while responding to the scene. Once the alert is given over the page channel, Fire and EMS crews will go en route, arrive and communicate with each other on this channel. Units will use the page channel to go back in service.

- Westcom will assign a Fire Ops and Public Safety Channel for specific incidents.