EMS Standard Operating Procedures

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<td>07/24/2000</td>
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Purpose:

This policy provides guidelines for ECP response to non-scheduled ambulance standby requests and employees responding to such requests while off duty.

Policy:

1. Requesting Team 4 Standby

   When all scheduled EMS crews have been assigned to calls, the crew responding to the latest request for service should instruct Westcom to page for a "team four standby and send a digital page". This must be done immediately after reporting themselves en route to the scene. If it is known that a fourth crew is immediately available at a station or that a crew from a previous request for service will be available in a short time-frame, crews may opt not to have a team four paged.

   Should a fourth request for service arise prior to another unit becoming available, the crew responding to the "team four" call should instruct Westcom to page for a "Team five standby and send a digital page".

   Should a fifth request for service arise prior to another unit becoming available, the crew responding to the "team five" call should advise Westcom that they are the final West Des Moines unit and that further trips should be directed to the most appropriate mutual aid agency until a West Des Moines unit becomes available.

2. Team 4 & 5 Standby Operations
When paging for team four & five standby requests, Westcom will page using all EMS pager tones. The first two ECPs that are available to respond for standby requests will promptly notify Westcom via radio informing them of their medic number and stating that they are available for standby. The ECPs who make themselves available for standby will be responsible to ensure that at least one of them calling in is certified at the Paramedic Specialist level. Should a Paramedic Specialist not be available, they should inform Westcom that they are to page for a Paramedic Specialist. If a Paramedic Specialist is not available the crew may function at the level of the highest trained crew member.

Crews are encouraged to report to a station once they have made themselves available for standby but it is not required. It should be understood that crews not reporting to the station will not be financially compensated. In the instance where neither ECP reports to a station for standby coverage, the ECPs who have made themselves available will coordinate between each other as to which ECP will be responsible for obtaining an ambulance and responding to the request for service. The other ECP will respond directly to the scene.

3. First Responder

- An ECP not on scheduled call may, as a first responder, respond to calls in their IMMEDIATE vicinity if they feel that their promptness in response can enhance patient care.
- An ECP acting as a first responder will relinquish control of the patient to the scheduled ECP’s on their arrival, unless requested to remain on scene by the ECP in charge.

4. Command Staff

- The Command Staff may, at any time, respond to supervise and/or assist on any call.
- The Command Staff will be especially attentive to calls that sound to be of a serious nature.

5. Off-duty Responder

The ECP may use white emergency response lighting on his/her vehicle as authorized by the EMS Chief in accordance with the State of Iowa’s White Light Law.

6. Vehicle Cleaning

Crews responding to team 4 or 5 request or respond to an inner facility request who dirty an ambulance are responsible for the cleaning and ensuring that the unit is ready for the next request for service. This includes washing the exterior of the ambulance, restocking and cleaning the interior.