DISPATCH PROCEDURE

PREMISE: Dispatch of first-responder fire units to medical emergencies should follow a standard, nationally recognized protocol to assure that the proper resources respond with the proper degree of haste. This will help assure high quality patient care without undue risk to other citizens and emergency responders and will help to assure efficient use of resources.

PURPOSE: It is the purpose of this practice is to describe, in general, the methods used to choose and dispatch first responder fire units to medical emergencies.

SCOPE: This procedure should apply to all Pennington County first responder fire units.

HISTORY: Original Release September 1, 1992
Revised October 9, 1992 (clarification to item 1)
Revised June 12, 2013

OPERATING PRACTICE:

1. First responders will be dispatched to all medical calls in their areas and will be dispatched HOT or COLD according to standard emergency medical dispatch protocol.

2. If the call is on a boundary between two departments and one of the departments has first responders, then that department should be sent.

3. If the call is on a boundary between two departments and both of the departments have first responders, then the on-duty dispatcher shall send one of the two agencies based on best judgment. This also applies to rural ambulances.

4. Representatives of fire departments, first responder organizations, and rural ambulance services will not call the on-duty dispatcher with complaints related to this rule. He/she should instead contact the Fire Administrator or, in his absence, the chairperson of the Fire Service Board. Furthermore, the complainant should present his/her complaint in writing.