

CENTRAL CALIFORNIA EMERGENCY MEDICAL SERVICES

A Division of the Fresno County Department of Public Health

Manual	Emergency Medical Services Administrative Policies and Procedures	Policy Number 401 Page 1 of 2
Subject	Emergency Medical Services Dispatch Center Requirements	
References	Health and Safety Code, Division 2.5, Section 1797.220 California Code of Regulations – Title 13	Effective: 10/01/86

I. POLICY

The Emergency Medical Services (EMS) Agency shall authorize and designate a single centralized EMS dispatch center for each county for the receipt and handling of emergency medical service requests in Fresno, Kings, Madera and Tulare Counties. Only those entities having an agreement and designation by the EMS Agency shall engage in Emergency Medical Dispatch of ambulances.

A. Designated EMS Dispatch Centers

The following EMS dispatch centers have been designated by the EMS Agency:

1. County of Fresno - Fresno County EMS Communications Center
2. County of Kings - Fresno County EMS Communications Center
3. County of Madera - Fresno County EMS Communications Center
4. County of Tulare - Tulare County Consolidated Ambulance Dispatch (TCCAD)

B. Centralized Ambulance Dispatch

The EMS Agency has designated a single EMS dispatch center for each county to function as the centralized EMS dispatch center for the receipt of all EMS 9-1-1 calls and medical requests, and for the primary dispatch of ambulances. The EMS Agency’s designation of a single and centralized EMS dispatch center for each County is the EMS system’s approach for the most efficient provision of emergency medical services through the use of pre-arrival medical care instructions, priority dispatch, the immediate notification of first responders, and dispatch of ambulances. The designated EMS dispatch center for each county will be the only entity to receive medical 9-1-1 calls from primary public safety answering points (PSAP).

C. Emergency Medical Dispatch

Emergency Medical Dispatch is the practice of utilizing trained and certified personnel to dispatch appropriate levels of response to emergency medical incidents in accordance with pre-established EMS policies and procedures. Designated EMS dispatch centers shall use and maintain the National Academy Emergency Medical Dispatch Protocols, which includes the Medical Priority Dispatch System and pre-arrival care instructions. Attachment A includes a listing of the approved priorities and assessment level for each dispatch determinant.

Approved By EMS Director	DANIEL J. LYNCH (Signature on File at EMS Agency)	Revision 11/04/2016
EMS Medical Director	JIM ANDREWS, M.D. (Signature on File at EMS Agency)	

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D. EMS Dispatch Center Requirements

1. Designated EMS dispatch centers shall provide, at a minimum, the following services using approved protocols:
 - a. Caller interrogation
 - b. Call prioritization of ambulance and first responder resources
 - c. Provision of pre-arrival care instructions
 - d. Dispatch of ambulance and first responder resources

2. Staffing Requirements

EMS dispatch centers shall provide appropriate staffing in order to provide efficient processing of EMS requests in accordance with EMS Agency policy and procedure. EMS dispatch personnel who have responsibility for the receipt of an EMS request, shall be a certified EMS Dispatcher. A certified EMS Dispatcher shall be defined as a person who meets all requirements of the EMS Agency Policy and Procedure.

3. Designated EMS dispatch centers shall be recognized by the State of California as a secondary PSAP and provide for and maintain dispatch and data management systems. Data collected by each EMS dispatch center shall provide for the following data points, which includes information required by Title 13 of the California Code of Regulations, Section 1100.7. This shall include all requests for ambulance services including non-emergency responses, referrals to other provider agencies, canceled runs, and special event stand-bys.

EMS dispatch center data for each individual response shall include but not be limited to:

- a. Date call received;
 - b. Time call received (time of telephone pickup)
 - c. Name of requesting person or agency;
 - d. Time unit(s) alerted;
 - e. Time unit(s) enroute;
 - f. Time unit(s) on-scene;
 - g. Time unit(s) depart scene;
 - h. Time unit(s) arrive destination;
 - i. Time unit(s) in-service/available;
 - j. Location of incident;
 - k. Nature of incident;
 - l. Names of responding personnel;
 - m. Identification of unit(s) sent;
 - n. Mode of response and any change in response mode (time shall be noted);
 - o. Destination of transporting unit(s);
 - p. Mode of transport and any change in transport mode (time shall be noted);
 - q. Number of patients transported;
 - r. Disposition of non-transporting unit(s) (if canceled, include reason and by whom);
 - s. Reasons for delays (if applicable);
 - t. Name of person receiving the call.
 - u. Name of person dispatching the call
4. EMS dispatch centers shall make and retain a recording of all telephone lines and radio communications frequencies utilized to receive, coordinate, and dispatch requests for ambulance, first responders and all medical services. The recordings shall be retained for a minimum of one hundred eighty (180) days.
 5. All information pertinent to any EMS request shall be routinely made available to the local EMS Agency upon request.

The CCEMSA Medical Director has determined the appropriate response and assessment level (ALS versus BLS) for each dispatch problem nature. If the dispatch problem nature requires an ALS assessment based on the patient's reported condition at the time of dispatch, and if the provider agency for the zone in question offers paramedic services, a paramedic ambulance shall be dispatched on this call for the provision of an advanced life support assessment.

PPC	Problem	Response Priority	Assessment Level
01	Abdominal Pain		
1A00	*Abd Pain - Problem	P3 Non-Emergency	BLS
1A01	Abdominal Pain	P3 Non-Emergency	BLS
1C01	Suspected Aortic aneurysm>49	P3 Non-Emergency	BLS
1C02	Abd Pain:Known aortic aneurysm	P3 Non-Emergency	BLS
1C03	Abd Pain:Faint/near faint>49	P3 Non-Emergency	BLS
1C04	Abd Pain:FmaleFaint/near 12-50	P3 Non-Emergency	BLS
1C05	Abd Pain:Male pain ^ navel>34	P3 Non-Emergency	BLS
1C06	Abd Pain:Fmale pain ^ navel>44	P3 Non-Emergency	BLS
1D01	Abd Pain:Not alert	P3 Non-Emergency	ALS
02	Allergies		
2A01	Allergies:No diff breathing	P3 Non-Emergency	BLS
2A01I	Allergies:No diff breathing I	P3 Non-Emergency	BLS
2A02	Envenomations:Spider bite	P3 Non-Emergency	BLS
2B01	Allergies/Envenom:Unk status	P3 Non-Emergency	ALS
2C00	*Allergies/Envenomations	P3 Non-Emergency	ALS
2C01	Allergies/Envenom:With SOB	P2 Non-Life Threat Emergency	ALS
2C02	Allergies/Envenom:Hist reactio	P3 Non-Emergency	ALS
2D01	Allergies/Envenom:Not alert	P2 Non-Life Threat Emergency	ALS
2D02	Allergies/Envenom:Diff speakin	P2 Non-Life Threat Emergency	ALS
2D03	Envenomation:Swarming attack	P1 Life Threatening Emergency	ALS
2D04	Envenomation:Snakebite	P2 Non-Life Threat Emergency	ALS
2E01	Allergies/Envenom:Inf breathin	P1 Life Threatening Emergency	ALS
03	Animal Bite / Attack		
3A00	*Animal Bites/Attacks	P3 Non-Emergency	BLS
3A01	Animal Bite:Not dangerous area	P3 Non-Emergency	BLS
3A02	Animal Bite:Non-recent,0 sympt	P3 Non-Emergency	BLS
3A03	Animal Bite:Superficial bites	P3 Non-Emergency	BLS
3B01	Animal Bite:Poss.DangerousArea	P3 Non-Emergency	ALS
3B02	Animal Bite:Serious hemorrhage	P3 Non-Emergency	ALS
3B03	Animal Bite:Unk status	P3 Non-Emergency	ALS
3D01	Animal Bite:Unconscious/arrest	P1 Life Threatening Emergency	ALS
3D02	Animal Bite:Not alert	P2 Non-Life Threat Emergency	ALS
3D03	AnimalBite:Chest/neck with SOB	P2 Non-Life Threat Emergency	ALS
3D04	Animal Bite:Dangerous area	P2 Non-Life Threat Emergency	ALS
3D05	Animal Bite:Large animal	P2 Non-Life Threat Emergency	ALS
3D06	Animal Bite:Exotic animal	P2 Non-Life Threat Emergency	ALS
3D07	AnimalBite:Attack/multi animal	P2 Non-Life Threat Emergency	ALS
04	Assault / Sexual Assault		
4A01	Assult:Not dangerous body area	P3 Non-Emergency	BLS
4A01A	Assault/Sexual Assault-A1A	P3 Non-Emergency	ALS
4A01S	Assault/Sexual Assault-A1S	P3 Non-Emergency	ALS
4A02	Assult:Non-recent, 0 pri sympt	P3 Non-Emergency	BLS
4B01	Assult:Pos dangerous body area	P3 Non-Emergency	BLS
4B02	Assult:Serious hemorrhage	P3 Non-Emergency	BLS
4B03	Assult:Unknown status	P2 Non-Life Threat Emergency	ALS
4C00	*Assault/Sexual Assault	P2 Non-Life Threat Emergency	ALS
4D01	Assult:Unconscious/arrest	P1 Life Threatening Emergency	ALS

PPC	Problem	Response Priority	Assessment Level
4D02	Assult:Not alert	P2 Non-Life Threat Emergency	ALS
4D03	Assult:Chest/neck inj with SOB	P3 Non-Emergency	ALS
4D04	Assult:Multi victims	P3 Non-Emergency	ALS
05	Back Pain		
5A01	Back Pain:Non-traumatic	P3 Non-Emergency	BLS
5A02	Back Pain:Non-recent, trauma	P3 Non-Emergency	BLS
5B00	*Back Pain (Non-Traumatic)	P3 Non-Emergency	ALS
5C01	Back Pain:Susp AA > 49	P3 Non-Emergency	ALS
5C02	BackPain:Known aortic aneurysm	P3 Non-Emergency	ALS
5C03	Back Pain:Faint/near faint>49F	P3 Non-Emergency	ALS
5D01	Back Pain:Not alert	P3 Non-Emergency	ALS
06	Breathing Problems		
6C01	Breathing Prob:Abnormal	P2 Non-Life Threat Emergency	ALS
6D00	**Breathing Problems	P1 Life Threatening Emergency	ALS
6D01	Breathing Prob:Not alert	P1 Life Threatening Emergency	ALS
6D02	Breathing Prob:Diff speaking	P1 Life Threatening Emergency	ALS
6D03	Breathing Prob:Cyanotic	P2 Non-Life Threat Emergency	ALS
6D04	Breathing Prob:Clammy	P2 Non-Life Threat Emergency	ALS
6E01	Breathing Prob:Ineffective	P1 Life Threatening Emergency	ALS
07	Burns / Explosion		
7A01	Burns:< 18% body area	P3 Non-Emergency	ALS
7A02	Burns:Fire alarm, unk situatio	P3 Non-Emergency	N/A
7A03	Burns:Sunburn/minor <hand size	P3 Non-Emergency	BLS
7B01	Explosion:Blast inj, 0 pri sym	P1 Life Threatening Emergency	ALS
7B02	Burns/Explosion:Unk status	P1 Life Threatening Emergency	ALS
7C01	Building fire with persons inside	P3 Non-Emergency	ALS
7C02	Burns:Difficulty breathing	P1 Life Threatening Emergency	ALS
7C03	Burns:>17% body area	P1 Life Threatening Emergency	ALS
7C04	Burns:Significant facial burns	P1 Life Threatening Emergency	ALS
7D00	**Burns/Explosion	P1 Life Threatening Emergency	ALS
7D01	Burns:Multiple victims	P1 Life Threatening Emergency	ALS
7D02	Burns:Unconscious or arrest	P1 Life Threatening Emergency	ALS
7D03	Burns:Not alert	P1 Life Threatening Emergency	ALS
7D04	Burns:difficulty speaking	P1 Life Threatening Emergency	ALS
7E01	Burns:Person on fire	P1 Life Threatening Emergency	ALS
08	Carbon Monoxide / Hazmat		
8O01	CO Alarm:No pri symptoms	P3 Non-Emergency	BLS
08A01	Carbon Mon/Inhale/HazMat-A1	P3 Non-Emergency	ALS
8B01	CO:Alert no diff breathing	P3 Non-Emergency	BLS
8C01	CO:Alert with diff breathing	P1 Life Threatening Emergency	ALS
8D00	**Carbon Mon/Inhale/HazMat	P1 Life Threatening Emergency	ALS
8D01	CO:Unconscious or arrest	P1 Life Threatening Emergency	ALS
8D02	CO:Not alert	P1 Life Threatening Emergency	ALS
8D03	CO:Diff speaking btw breaths	P1 Life Threatening Emergency	ALS
8D04	CO:Multiple victims	P1 Life Threatening Emergency	ALS
8D05	CO:Unknown status	P1 Life Threatening Emergency	ALS
09	Cardiac/Respiratory Arrest		
9O01	Cardiac Arrest:Expected death	P2 Non-Life Threat Emergency	ALS
9B01	Cardiac Arrest:Obvious death	P1 Life Threatening Emergency	ALS
9D00	**Cardiac or Resp Arrest	P1 Life Threatening Emergency	ALS
9D01	RespArrest:Ineffective breathi	P1 Life Threatening Emergency	ALS
9D02	Obv/expect death:Questionable	P1 Life Threatening Emergency	ALS
9E01	Cardiac Arrest:Not breathing	P1 Life Threatening Emergency	ALS

PPC	Problem	Response Priority	Assessment Level
9E02	Cardiac Arrest:Breathing uncer	P1 Life Threatening Emergency	ALS
9E03	Cardiac Arrest:Hanging	P1 Life Threatening Emergency	ALS
9E04	Cardiac Arrest:Strangulation	P1 Life Threatening Emergency	ALS
9E05	Cardiac Arrest:Suffocation	P1 Life Threatening Emergency	ALS
9E06	Cardiac Arrest:Underwater	P1 Life Threatening Emergency	ALS
10	Chest Pain		
10A01	Chest Pain:No SOB < 35	P3 Non-Emergency	ALS
10C01	Chest Pain:With SOB	P1 Life Threatening Emergency	ALS
10C02	Chest Pain:With history	P2 Non-Life Threat Emergency	ALS
10C03	Chest Pain:Cocaine	P3 Non-Emergency	ALS
10C04	Chest Pain:No SOB > 34	P2 Non-Life Threat Emergency	ALS
10D00	**Chest Pain	P1 Life Threatening Emergency	ALS
10D01	Chest Pain:Not alert	P1 Life Threatening Emergency	ALS
10D02	Chest Pain:Diff speaking	P1 Life Threatening Emergency	ALS
10D03	Chest Pain:Cyanotic	P1 Life Threatening Emergency	ALS
10D04	Chest Pain:Clammy	P1 Life Threatening Emergency	ALS
11	Choking		
11A01	Choking:Not choking now	P3 Non-Emergency	ALS
11D00	**Choking	P1 Life Threatening Emergency	ALS
11D01	Choking:Abnormal breathing	P1 Life Threatening Emergency	ALS
11D02	Choking:Not alert	P1 Life Threatening Emergency	ALS
11E01	Choking:Complete obstruction	P1 Life Threatening Emergency	ALS
12	Convulsions/Seizures		
12A01	Seizures:Not Seizing,KnownHist	P3 Non-Emergency	ALS
12A02	Seizures:Not seizing, unk hist	P3 Non-Emergency	ALS
12A03	Seizures:Not seizing, < 7,no h	P3 Non-Emergency	ALS
12A04	Focal seizure (alert)	P3 Non-Emergency	ALS
12A05	Impending seizure (aura)	P3 Non-Emergency	ALS
12B01	Seizures:Unk eff breathing<35	P2 Non-Life Threat Emergency	ALS
12C00	*Convulsions/Seizures	P2 Non-Life Threat Emergency	ALS
12C01	Focal seizure (not alert)	P2 Non-Life Threat Emergency	ALS
12C02	Seizures:Pregnancy	P1 Life Threatening Emergency	ALS
12C03	Seizures:Diabetic	P2 Non-Life Threat Emergency	ALS
12C04	Seizures:Not seizing,>6,no his	P2 Non-Life Threat Emergency	ALS
12C05	Seizures:Hist stroke/brain tum	P2 Non-Life Threat Emergency	ALS
12C06	Seizures:Overdose/poisoning	P2 Non-Life Threat Emergency	ALS
12C07	Seizures:Atypical seizure	P2 Non-Life Threat Emergency	ALS
12D01	Seizures:Not breathing	P1 Life Threatening Emergency	ALS
12D02	Seizures:Continuous/Multiple	P1 Life Threatening Emergency	ALS
12D03	Seizures:Agonal/Ineff breathin	P1 Life Threatening Emergency	ALS
12D04	Seizures:Breathing not verif,>	P2 Non-Life Threat Emergency	ALS
13	Diabetic Problems		
13A01	Diabetic:Alert/behaving normal	P3 Non-Emergency	BLS
13C00	*Diabetic Problems	P2 Non-Life Threat Emergency	ALS
13C01	Diabetic:Not alert	P2 Non-Life Threat Emergency	ALS
13C02	Diabetic:Abnormal behavior	P2 Non-Life Threat Emergency	ALS
13C03	Diabetic:Abnormal breathing	P3 Non-Emergency	ALS
13D01	Diabetic:Unconscious	P1 Life Threatening Emergency	ALS
14	Drowning/Diving/Scuba		
14A01	Drowning:Alert, No SOB, No Inj	P3 Non-Emergency	ALS
14B01	Drowning:Alert,no SOB, injured	P2 Non-Life Threat Emergency	ALS
14B02	Drowning:Unk status	P1 Life Threatening Emergency	ALS
14C01	Drowning:Alert with SOB	P1 Life Threatening Emergency	ALS

PPC	Problem	Response Priority	Assessment Level
14D00	**Drowning/Diving/Scuba Acc	P1 Life Threatening Emergency	ALS
14D01	Drowning:Unconscious/Arrest	P1 Life Threatening Emergency	ALS
14D02	Drowning:Not alert	P1 Life Threatening Emergency	ALS
14D03	Diving or suspect neck injury	P1 Life Threatening Emergency	ALS
14D04	Scuba accident	P1 Life Threatening Emergency	ALS
15	Electrocution/Lightning		
15B00	*Electrocution/Lightning	P3 Non-Emergency	ALS
15C01E/L	Electrocution:Alert/No SOB	P3 Non-Emergency	ALS
15D01E/L	Electrocution:Unconscious	P1 Life Threatening Emergency	ALS
15D02E/L	Electrocution:Connected power	P1 Life Threatening Emergency	ALS
15D03E/L	Electrocution:Power on/hazard	P1 Life Threatening Emergency	ALS
15D04E/L	Electrocution:Extreme fall >29	P1 Life Threatening Emergency	ALS
15D05E/L	Electrocution:Long fall	P2 Non-Life Threat Emergency	ALS
15D06E/L	Electrocution:Not alert	P2 Non-Life Threat Emergency	ALS
15D07E/L	Electrocution:Abnorm.Breathing	P2 Non-Life Threat Emergency	ALS
15D08E/L	Electrocution:Unk status	P2 Non-Life Threat Emergency	ALS
15E01E/L	Electrocution:Not breathing	P1 Life Threatening Emergency	ALS
16	Eye Problems / Injuries		
16A01	Eye Prob:Moderate eye injury	P3 Non-Emergency	ALS
16A02	Eye Prob:Minor eye injury	P3 Non-Emergency	BLS
16A03	Eye Prob:Med eye problems	P3 Non-Emergency	ALS
16B00	*Eye Problems/Injuries	P3 Non-Emergency	ALS
16B01	Eye Prob:Severe eye injury	P3 Non-Emergency	ALS
16D01	Eye Prob:Not alert	P3 Non-Emergency	ALS
17	Falls		
17A01	Fall:Not dangerous body area	P3 Non-Emergency	BLS
17A02	Fall:Non-recent inj, - pri sym	P3 Non-Emergency	BLS
17A03	Fall:Pub assist:No inj or sym	P3 Non-Emergency	BLS
17B01	Fall:Poss dangerous body area	P3 Non-Emergency	ALS
17B02	Fall:Serious hemorrhage	P2 Non-Life Threat Emergency	ALS
17B03	Fall:Unknown status	P3 Non-Emergency	ALS
17C00	*Falls	P2 Non-Life Threat Emergency	ALS
17D01	Fall:Extreme fall >29'	P1 Life Threatening Emergency	ALS
17D02	Fall:Unconscious/arrest	P1 Life Threatening Emergency	ALS
17D03	Fall:Not alert	P1 Life Threatening Emergency	ALS
17D04	Fall:Chest/neck injury, w/SOB	P2 Non-Life Threat Emergency	ALS
17D05	Fall:Long fall	P1 Life Threatening Emergency	ALS
18	Headache		
18A01	Headache:Breathing normally	P3 Non-Emergency	ALS
18B00	**Headache	P3 Non-Emergency	ALS
18B01	Headache:Unk status	P3 Non-Emergency	ALS
18C01	Headache:Not alert	P2 Non-Life Threat Emergency	ALS
18C02	Headache:Abnormal breathing	P3 Non-Emergency	ALS
18C03	Headache:Speech problems	P2 Non-Life Threat Emergency	ALS
18C04	Headache:Sudden onset/severe	P3 Non-Emergency	ALS
18C05	Headache:Numbness	P2 Non-Life Threat Emergency	ALS
18C06	Headache:Paralysis	P2 Non-Life Threat Emergency	ALS
18C07	Headache:Change behavior, <3hrs	P3 Non-Emergency	ALS
19	Heart Problems / A.I.C.D.		
19A01	Heart Prob:Bpm 50-130, 0 symp.	P3 Non-Emergency	ALS
19A02	Heart Prob:Chest pain < 35	P3 Non-Emergency	ALS
19C01	Heart Prob:Firing of A.I.C.D.	P2 Non-Life Threat Emergency	ALS
19C02	Heart Prob:Abnormal breathing	P2 Non-Life Threat Emergency	ALS

PPC	Problem	Response Priority	Assessment Level
19C03	Heart Prob:Chest pain > 34	P2 Non-Life Threat Emergency	ALS
19C04	Heart Prob:Cardiac history	P2 Non-Life Threat Emergency	ALS
19C05	Heart Prob:Cocaine	P3 Non-Emergency	ALS
19C06	Heart Prob:Bpm < 50 or > 129	P3 Non-Emergency	ALS
19C07	Heart Prob:Unk status	P3 Non-Emergency	ALS
19D00	**Heart Problems/A.I.C.D.	P1 Life Threatening Emergency	ALS
19D01	Heart Prob:Not alert	P1 Life Threatening Emergency	ALS
19D02	Heart Prob:Dif speak bw breath	P1 Life Threatening Emergency	ALS
19D03	Heart Prob:Changing color	P1 Life Threatening Emergency	ALS
19D04	Heart Prob:Clammy	P1 Life Threatening Emergency	ALS
19D05	Heart Prob:Resuscitated or dfib	P1 Life Threatening Emergency	ALS
20	Heat / Cold Exposure		
20O16	Sick Person:Hepatitis	P3 Non-Emergency	BLS
20A00	*Heat/Cold Exposure	P3 Non-Emergency	BLS
20A01C	Cold Exp:Alert	P3 Non-Emergency	BLS
20A01H	Heat Exp:Alert	P3 Non-Emergency	BLS
20B01C	Cold Exp:Change in skin color	P3 Non-Emergency	BLS
20B01H	Heat Exp:Change in skin color	P3 Non-Emergency	BLS
20B02C	Cold Exp:Unk status	P3 Non-Emergency	BLS
20B02H	Heat Exp:Unk status	P3 Non-Emergency	BLS
20C01C	Cold Exp:Heart atck/angina hx	P3 Non-Emergency	BLS
20C01H	Heat Exp:Heart atck/angina hx	P3 Non-Emergency	BLS
20D01C	Cold Exp:Not alert	P2 Non-Life Threat Emergency	ALS
20D01H	Heat Exp:Not alert	P2 Non-Life Threat Emergency	ALS
20D02C	Cold Exp:Multi pts(+ pri symp)	P3 Non-Emergency	BLS
20D02H	Heat Exp:Multi pts(+ pri symp)	P3 Non-Emergency	BLS
21	Hemorrhage / Lacerations		
21A01	Hemorrhage/Lac:Not dangerous	P3 Non-Emergency	BLS
21A02	Hemorrhage/Lac:Minor bleed	P3 Non-Emergency	BLS
21B01	Hemorrhage/Lac:Poss dangerous	P3 Non-Emergency	BLS
21B02	Hemorrhage/Lac:Serious bleed	P3 Non-Emergency	BLS
21B03	Hemorrhage/Lac:Bleed disorder	P3 Non-Emergency	ALS
21B04	Hemorrhage/Lac:Blood thinner	P3 Non-Emergency	ALS
21C00	*Hemorrhage/Lacerations	P2 Non-Life Threat Emergency	ALS
21C01	Hemorrhage:Bleed through tube	P3 Non-Emergency	ALS
21C02	Hemorrhage:Dialysis fistula	P2 Non-Life Threat Emergency	ALS
21D01	Hemorrhage/Lac:Uncon/arrest	P1 Life Threatening Emergency	ALS
21D02	Hemorrhage/Lac:Not alert	P1 Life Threatening Emergency	ALS
21D03	Hemorrhage:Dangerous bleed	P1 Life Threatening Emergency	ALS
21D04	Hemorrhage/Lac:With SOB	P2 Non-Life Threat Emergency	ALS
22	Inaccessible / Other Entrapments		
22A01	Trapped:No longer trap/no inju	P1 Life Threatening Emergency	ALS
22B01	Trapped:No longer trap/unk inj	P1 Life Threatening Emergency	ALS
22B02	Trapped:Peripheral entrap only	P1 Life Threatening Emergency	ALS
22B03	Trapped:Unk status	P1 Life Threatening Emergency	ALS
22D00	*Inaccessible/Other Entrapment	P1 Life Threatening Emergency	ALS
22D01	Trapped:Mech entrapment	P1 Life Threatening Emergency	ALS
22D02	Trapped:Trench collapse	P1 Life Threatening Emergency	ALS
22D03	Trapped:Structure collapse	P1 Life Threatening Emergency	ALS
22D04	Trapped:Confined space	P1 Life Threatening Emergency	ALS
22D05	Trapped:Inaccessible terrain	P1 Life Threatening Emergency	ALS
22D06	Trapped:Mudslide/avalanche	P1 Life Threatening Emergency	ALS
22MCI10-15	*MCI 10-15 Pts (See Comments)	P1 Life Threatening Emergency	ALS
22MCI1625	*MCI 16-25 Pts (See Comments)	P1 Life Threatening Emergency	ALS
22MCI25	*MCI >25 Pts (See Comments)	P1 Life Threatening Emergency	ALS

PPC	Problem	Response Priority	Assessment Level
22MCI6-9	*MCI 6-9 Pts (See Comments)	P1 Life Threatening Emergency	ALS
22MCIU	*MCI Unknown Pt. Count	P1 Life Threatening Emergency	ALS
23	Overdose / Poisoning		
23O01	Poisoning:No priority symptoms	P3 Non-Emergency	BLS
23B01	Overdose:No priority symptoms	P3 Non-Emergency	ALS
23C00	*O.D./Poisoning (Ingestion)	P2 Non-Life Threat Emergency	ALS
23C01	Overdose/Poisoning:Not Alert	P2 Non-Life Threat Emergency	ALS
23C02	Overdose/Poisoning:With SOB	P3 Non-Emergency	ALS
23C03	Overdose:Antidepressants	P3 Non-Emergency	ALS
23C04	OD:Cocaine/methamphetamine	P3 Non-Emergency	ALS
23C05	Overdose:Narcotics (heroin)	P3 Non-Emergency	ALS
23C06	Poisoning:Acid or alkali (lye)	P3 Non-Emergency	ALS
23C07	Overdose/Poisoning:Unk status	P3 Non-Emergency	ALS
23C08	OD/Poison:Poison cntrol rx res	P3 Non-Emergency	ALS
23D01	OD/Poison:Unconscious	P1 Life Threatening Emergency	ALS
23D02	OD/Poison:Changing color	P2 Non-Life Threat Emergency	ALS
24	Pregnancy / Childbirth / Miscarriage		
24O01	Childbirth:Water broke, no con	P3 Non-Emergency	BLS
24A01	1st Trimester bleed/miscarriag	P3 Non-Emergency	ALS
24B01	Childbirth:Not imminent > 6 mo	P3 Non-Emergency	ALS
24B02	Childbirth:Unk status	P2 Non-Life Threat Emergency	ALS
24C00	*Preg/Childbirth/Miscarry	P2 Non-Life Threat Emergency	ALS
24C01	2nd Trimester bleed/miscarriag	P2 Non-Life Threat Emergency	ALS
24C02	1st Trimester serious bleeding	P3 Non-Emergency	ALS
24C03	Childbirth:Baby born, 0 issues	P2 Non-Life Threat Emergency	ALS
24D01	Childbirth:Breech/cord present	P1 Life Threatening Emergency	ALS
24D02	Childbirth:Head visible/out	P1 Life Threatening Emergency	ALS
24D03	Childbirth:Imminent > 6 months	P2 Non-Life Threat Emergency	ALS
24D04	3rd Trimester bleeding	P2 Non-Life Threat Emergency	ALS
24D05	Childbirth:High risk complicat	P2 Non-Life Threat Emergency	ALS
24D06	Childbirth:BabyBorn,BabyIssues	P1 Life Threatening Emergency	ALS
24D07	Childbirth:Baby Born,Issue Mom	P1 Life Threatening Emergency	ALS
25	Psych/Abnormal Behavior/Suicide		
25A01	Psyc:Non-suicidal and alert	P3 Non-Emergency	BLS
25A02	Psyc:Suicidal and alert	P3 Non-Emergency	BLS
25B00	*Psychiatric Problem	P3 Non-Emergency	BLS
25B000	*Psychiatric Intervention	P3 Non-Emergency	ALS
25B01	Suicide Attempt:Serious bleed	P3 Non-Emergency	BLS
25B02	Suicide Attempt:Minor bleed	P3 Non-Emergency	BLS
25B03	Psyc:Threatening suicide	P3 Non-Emergency	BLS
25B04	Psyc: Jumber (threatening)	P3 Non-Emergency	ALS
25B05	Hanging/Strangulation:Alert	P3 Non-Emergency	BLS
25B06	Psyc/Suicide Attempt:Unk statu	P3 Non-Emergency	BLS
25D01	Psyc/Suicide Attempt:Not alert	P3 Non-Emergency	BLS
25D02	Suicide Attempt: Serious bleed	P3 Non-Emergency	BLS
26	Sick Person		
26O02	Sick Person:Boils	P3 Non-Emergency	BLS
26O03	Sick Person:Bumps (non-trauma)	P3 Non-Emergency	BLS
26O04	Sick Person:Can't sleep	P3 Non-Emergency	BLS
26O05	Sick Person:Can't urinate	P3 Non-Emergency	BLS
26O06	Sick Person:Catheter issue	P3 Non-Emergency	BLS
26O07	Sick Person:Constipation	P3 Non-Emergency	BLS
26O08	Sick Person:Cramps/spasms	P3 Non-Emergency	BLS
26O09	Sick Person:Cut off ring	P3 Non-Emergency	BLS

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26O10	Sick Person:Deafness-new onset	P3 Non-Emergency	BLS
26O11	Sick Person:Defecation/diarrhe	P3 Non-Emergency	BLS
26O12	Sick Person:Earache	P3 Non-Emergency	BLS
26O13	Sick Person:Enema	P3 Non-Emergency	BLS
26O14	Sick Person:Gout	P3 Non-Emergency	BLS
26O15	Sick Person:Hemorrhoids/piles	P3 Non-Emergency	BLS
26O16	Sick Person:Hepatitis	P3 Non-Emergency	BLS
26O17	Sick Person:Hiccups	P3 Non-Emergency	BLS
26O18	Sick Person:Itching	P3 Non-Emergency	BLS
26O19	Sick Person:Nervous	P3 Non-Emergency	BLS
26O20	Sick Person:Object Stuck	P3 Non-Emergency	BLS
26O21	Sick Person:Object swallowed	P3 Non-Emergency	BLS
26O22	Sick Person:Painful urination	P3 Non-Emergency	BLS
26O23	Sick Person:Penis prob/pain	P3 Non-Emergency	BLS
26O24	Sick Person:Rash/skin disorder	P3 Non-Emergency	BLS
26O25	Sick Person:STD	P3 Non-Emergency	BLS
26O26	Sick Person:Sore throat	P3 Non-Emergency	BLS
26O27	Sick Person:Toothache	P3 Non-Emergency	BLS
26O28	Sick Person:Wound infected	P3 Non-Emergency	BLS
26A01	Sick Person:NoPrioritySymptoms	P3 Non-Emergency	BLS
26A02	Sick Person:BloodPressureIssue	P3 Non-Emergency	BLS
26A03	Sick Person:Dizziness/vertigo	P3 Non-Emergency	BLS
26A04	Sick Person:Fever/chills	P3 Non-Emergency	BLS
26A05	Sick Person:General weakness	P3 Non-Emergency	BLS
26A06	Sick Person:Nausea	P3 Non-Emergency	BLS
26A07	Sick Person:Immobility(new)	P3 Non-Emergency	BLS
26A08	Sick Person:Other pain	P3 Non-Emergency	BLS
26A09	Sick Person:Transport only	P3 Non-Emergency	BLS
26A10	Sick Person:Unwell/ill	P3 Non-Emergency	BLS
26A11	Sick Person:Vomiting	P3 Non-Emergency	BLS
26B00	*Sick Person	P3 Non-Emergency	ALS
26B01	Sick Person:Unk status	P3 Non-Emergency	BLS
26C01	Sick Person:Altered LOC	P3 Non-Emergency	ALS
26C02	Sick Person:Abnormal breathing	P3 Non-Emergency	ALS
26C03	Sick Person:SickleCell/Thalass	P3 Non-Emergency	ALS
26D01	Sick Person:Not Alert	P2 Non-Life Threat Emergency	ALS
27	Stab / Gunshot / Penetrating Trauma		
27A01G	Gunshot: >6hrs,No Pri Symptoms	P3 Non-Emergency	BLS
27A01P	Penetrating Trauma: >6 hrs	P3 Non-Emergency	BLS
27A01S	Stabbing: >6hrs,NoPri.Symptoms	P3 Non-Emergency	BLS
27A01X	GSW:Self-inflicted, >6 hrs	P3 Non-Emergency	BLS
27A01Y	Stab:Self-inflicted, > 6 hrs	P3 Non-Emergency	BLS
27B01G	Gunshot: >6hrs,1 CentralWound	P1 Life Threatening Emergency	ALS
27B01P	Penetrating Trauma: > 6 hrs	P1 Life Threatening Emergency	ALS
27B01S	Stabbing: >6hrs,1 CentralWound	P1 Life Threatening Emergency	ALS
27B01X	GSW:Self-inflicted, > 6 hrs	P1 Life Threatening Emergency	ALS
27B01Y	Stab:Self-inflicted, >6 hrs	P1 Life Threatening Emergency	ALS
27B02G	GSW:Single peripheral wound	P1 Life Threatening Emergency	ALS
27B02P	Penetrat Trauma:Periph wound	P1 Life Threatening Emergency	ALS
27B02S	Stabbing:One peripheral wound	P1 Life Threatening Emergency	ALS
27B02X	GSW:Self-inflicted, peripheral	P1 Life Threatening Emergency	ALS
27B02Y	Stab:Self-inflicted peripheral	P1 Life Threatening Emergency	ALS
27B03G	Gunshot:Serious hemorrhage	P1 Life Threatening Emergency	ALS
27B03P	Penetrating Trauma:Sev. bleed	P1 Life Threatening Emergency	ALS
27B03S	Stabbing:Serious hemorrhage	P1 Life Threatening Emergency	ALS
27B03X	GSW:Self-inflicted,sev. bleed	P1 Life Threatening Emergency	ALS

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27B03Y	Stab:Self-inflicted, Sev.Bleed	P1 Life Threatening Emergency	ALS
27B04G	GSW:Unk status	P1 Life Threatening Emergency	ALS
27B04P	Penetrating Trauma:Unk status	P1 Life Threatening Emergency	ALS
27B04S	Stabbing:Unk status	P1 Life Threatening Emergency	ALS
27B04X	GSW:Self-inflicted, unk status	P1 Life Threatening Emergency	ALS
27B04Y	Stab:Self-inflicted, unk statu	P1 Life Threatening Emergency	ALS
27B05G	GSW:Obvious death	P1 Life Threatening Emergency	ALS
27B05P	Penetrating Trauma:Obv death	P1 Life Threatening Emergency	ALS
27B05S	Stabbing:Obvious death	P1 Life Threatening Emergency	ALS
27B05X	GSW:Self-inflicted, obv death	P1 Life Threatening Emergency	ALS
27B05Y	Stab:Self-inflicted, obv death	P1 Life Threatening Emergency	ALS
27D00	**Stab/GSW/Penetrating	P1 Life Threatening Emergency	ALS
27D01G	GSW:Unconscious/arrest	P1 Life Threatening Emergency	ALS
27D01P	Penetrat Trauma:Uncon/arrest	P1 Life Threatening Emergency	ALS
27D01S	Stabbing:Unconscious/arrest	P1 Life Threatening Emergency	ALS
27D01X	GSW:Self-inflicted, uncon/arre	P1 Life Threatening Emergency	ALS
27D01Y	Stab:Self-inflict,Uncon/Arrest	P1 Life Threatening Emergency	ALS
27D02G	GSW:Not alert	P1 Life Threatening Emergency	ALS
27D02P	Penetrat Trauma:Not alert	P1 Life Threatening Emergency	ALS
27D02S	Stabbing:Not alert	P1 Life Threatening Emergency	ALS
27D02X	GSW:Self-inflicted, not alert	P1 Life Threatening Emergency	ALS
27D02Y	Stab:Self-inflicted, not alert	P1 Life Threatening Emergency	ALS
27D03G	GSW:Central wound	P1 Life Threatening Emergency	ALS
27D03P	Penetrat Trauma:Central wound	P1 Life Threatening Emergency	ALS
27D03S	Stabbing:Central wound	P1 Life Threatening Emergency	ALS
27D03X	GSW:Self-inflict,central wound	P1 Life Threatening Emergency	ALS
27D03Y	Stab:Self-inflict,CentralWound	P1 Life Threatening Emergency	ALS
27D04G	GSW:Multi wounds	P1 Life Threatening Emergency	ALS
27D04P	Penetrat Trauma:Multi wounds	P1 Life Threatening Emergency	ALS
27D04S	Stabbing:Multi wounds	P1 Life Threatening Emergency	ALS
27D04X	GSW:Self-inflicted,multi wound	P1 Life Threatening Emergency	ALS
27D04Y	Stab:Self-inflicted,MultiWound	P1 Life Threatening Emergency	ALS
27D05G	GSW:Multi victims	P1 Life Threatening Emergency	ALS
27D05P	Penetrat Trauma:Multi victims	P1 Life Threatening Emergency	ALS
27D05S	Stabbing:Multi victims	P1 Life Threatening Emergency	ALS
27D05X	GSW:Self-inflicted, multi vict	P1 Life Threatening Emergency	ALS
27D05Y	Stab:Self-inflicted,Multi.Vict	P1 Life Threatening Emergency	ALS
28	Stroke		
28A01	Stroke/TIA:Breathing normal<35	P2 Non-Life Threat Emergency	ALS
28B01	ZZStroke (CVA)-B1	P2 Non-Life Threat Emergency	ALS
28C00	**Stroke (CVA)	P2 Non-Life Threat Emergency	ALS
28C01	Stroke/TIA:Not Alert	P2 Non-Life Threat Emergency	ALS
28C02	Stroke/TIA:Abnormal breathing	P2 Non-Life Threat Emergency	ALS
28C03	Stroke/TIA:Sudden speech prob.	P2 Non-Life Threat Emergency	ALS
28C04	Stroke/TIA:Sudden weak/numb	P2 Non-Life Threat Emergency	ALS
28C05	Stroke/TIA:Paralysis/FacialDro	P2 Non-Life Threat Emergency	ALS
28C06	Stroke/TIA:Loss of balance/coor	P2 Non-Life Threat Emergency	ALS
28C07	Stroke/TIA:Sudden vision prob.	P2 Non-Life Threat Emergency	ALS
28C08	Stroke/TIA:Sudden headache	P2 Non-Life Threat Emergency	ALS
28C09	Stroke with Stroke history	P2 Non-Life Threat Emergency	ALS
28C10	TIA with TIA history	P2 Non-Life Threat Emergency	ALS
28C11	Stroke/TIA:No SOB > 34	P2 Non-Life Threat Emergency	ALS
28C12	Stroke/TIA:Unk status	P2 Non-Life Threat Emergency	ALS
29	Traffic / Transportation Incidents		
29O01	MVA:No injuries (confirmed)	P3 Non-Emergency	BLS
29A01	MVA:1st PartyCaller,MinorInjur	P3 Non-Emergency	BLS

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29B01	MVA:Injuries	P3 Non-Emergency	ALS
29B02	MVA:Serious hemorrhage	P1 Life Threatening Emergency	ALS
29B03	MVA:Other hazards	P1 Life Threatening Emergency	ALS
29B04	MVA:Unk status	P1 Life Threatening Emergency	ALS
29D00	**Traffic Accident-No Details	P1 Life Threatening Emergency	ALS
29D000AX	**TA-MasTrans(bus,train,plane)	P1 Life Threatening Emergency	ALS
29D00A	Aircraft Emergency	P1 Life Threatening Emergency	ALS
29D00AA	*Aircraft Down (On FYI)	P1 Life Threatening Emergency	ALS
29D00AX	*Aircraft Down (Off FYI)	P1 Life Threatening Emergency	ALS
29D00F10+	**Traffic Accident 10-15 Pts	P1 Life Threatening Emergency	ALS
29D00F16+	**Traffic Accident 16-25 Pts	P1 Life Threatening Emergency	ALS
29D00F25+	**Traffic Accident >25 Pts	P1 Life Threatening Emergency	ALS
29D00F6+	**Traffic Accident 6-9 Pts	P1 Life Threatening Emergency	ALS
29D00FX	**TA-LowVisibility (unk # pts)	P1 Life Threatening Emergency	ALS
29D00H	**Traffic Accident-Helo Simult	P1 Life Threatening Emergency	ALS
29D00PI	**Traffic Accident-Pin-in	P1 Life Threatening Emergency	ALS
29D00RO	**Traffic Accident-Rollover	P1 Life Threatening Emergency	ALS
29D01A	MVA:Aircraft Incident	P1 Life Threatening Emergency	ALS
29D01B	MVA:Bus Incident	P1 Life Threatening Emergency	ALS
29D01C	MVA:Subway/Metro Incident	P1 Life Threatening Emergency	ALS
29D01D	MVA:Train Incident	P1 Life Threatening Emergency	ALS
29D01E	MVA:Watercraft Incident	P1 Life Threatening Emergency	ALS
29D01F	MVA:Multi veh > 9 veh pile-up	P1 Life Threatening Emergency	ALS
29D02K	MVA:All-terrain/snowmobile	P1 Life Threatening Emergency	ALS
29D02L	MVA:Auto vs bike/motorcycle	P1 Life Threatening Emergency	ALS
29D02M	MVA:Auto vs pedestrian	P1 Life Threatening Emergency	ALS
29D02N	MVA:Ejection	P1 Life Threatening Emergency	ALS
29D02O	MVA:Personal watercraft	P1 Life Threatening Emergency	ALS
29D02P	MVA:Rollover Incident	P1 Life Threatening Emergency	ALS
29D02Q	MVA:Veh off bridge/height	P1 Life Threatening Emergency	ALS
29D02R	MVA:Poss 1144 on scene	P1 Life Threatening Emergency	ALS
29D02S	MVA:Sinking vehicle	P1 Life Threatening Emergency	ALS
29D03	MVA:HazMat	P1 Life Threatening Emergency	ALS
29D04	MVA:Pinned (trapped) victim	P1 Life Threatening Emergency	ALS
29D05	MVA:Not alert	P1 Life Threatening Emergency	ALS
30	Traumatic Injury		
30A01	Trauma Inj:Not dangerous area	P3 Non-Emergency	BLS
30A02	Trauma :Non-recent,no pri symp	P3 Non-Emergency	BLS
30B01	Trauma Inj:Poss dangerous area	P3 Non-Emergency	ALS
30B02	Trauma Inj:Serious hemorrhage	P3 Non-Emergency	ALS
30C00	*Traumatic Inj. (Specific)	P2 Non-Life Threat Emergency	ALS
30D01	Trauma Inj:Uncon/arrest	P1 Life Threatening Emergency	ALS
30D02	Trauma Inj:Not alert	P2 Non-Life Threat Emergency	ALS
30D03	Trauma Inj:Chest/Neck Inj&SOB	P2 Non-Life Threat Emergency	ALS
31	Unconscious/Fainting		
31A01	Fainting:Alert>34,NoCardiacHx	P3 Non-Emergency	ALS
31A02	Fainting:Alert<34 + Cardiac Hx	P3 Non-Emergency	ALS
31A03	Fainting:Alert<34,NoCardiacHx	P3 Non-Emergency	ALS
31C01	Uncon/Faint:Alert abnor breath	P3 Non-Emergency	ALS
31C02	Fainting:Alert>34,with cardiac	P3 Non-Emergency	ALS
31C03	Uncon/Faint:Fmale,12-50,abd pa	P3 Non-Emergency	ALS
31D00	**Unconscious/Fainting(Near)	P1 Life Threatening Emergency	ALS
31D01	Uncon:Agonal/ineff breathing	P1 Life Threatening Emergency	ALS
31D02	Uncon:Effective breathing	P1 Life Threatening Emergency	ALS
31D03	Uncon/Faint:Not Alert	P1 Life Threatening Emergency	ALS
31D04	Uncon/Faint:Changing color	P1 Life Threatening Emergency	ALS

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31E01	Uncon/Faint:Ineff breathing	P1 Life Threatening Emergency	ALS
32	Unknown Problem		
32B01	Unk Prob:Stand,Sit,Move,orTalk	P3 Non-Emergency	BLS
32B02	Unk Prob:Medical Alarm	P3 Non-Emergency	BLS
32B03	Unk Prob:Unknown status	P3 Non-Emergency	BLS
32B04	Unk Prob:Unknown language	P3 Non-Emergency	BLS
32C00	*Unknown Problem (Man Down)	P2 Non-Life Threat Emergency	ALS
32C00T	*Unknown Problem-Translator Rq	P2 Non-Life Threat Emergency	ALS
32D01	Unk Prob:LifeStatusInQuestion	P2 Non-Life Threat Emergency	ALS