

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 402
Subject	Management of Medical 9-1-1 Calls in Fresno County	Page 1 of 2
Authority	Health and Safety Code, Division 2.5, Section 1797.220	Effective: 02/15/93

I. Purpose

The purpose of this policy is to provide direction to all Fresno County primary public safety answering points (PSAP) in the routing and processing of 9-1-1 calls for medical or Emergency Medical Services requests that originate in Fresno County. This policy is developed as part of the EMS System to provide for the most immediate response of emergency medical services, which includes the immediate receipt of medical 9-1-1 calls, provision of pre-arrival care instructions, and initiation of an emergency medical services response (e.g. first responder, ambulance, and helicopter) using priority medical dispatch. It is the intent of this policy to limit the number of 9-1-1 PSAPs that are processing a medical request to no more than two.

II. Policy

- A. The Fresno County Emergency Medical Services (EMS) Communications Center, approved by the State of California as a secondary PSAP to receive the direct transfer of 9-1-1 calls, is the designated EMS dispatch center for all jurisdictions within the County of Fresno.
- B. 9-1-1 calls are screened by primary PSAPs to determine the nature of the emergency, which are routinely categorized into Law Enforcement, Fire, or EMS incidents.
- C. Primary PSAPs shall transfer all 9-1-1 calls for medical or EMS requests originating in any jurisdiction within the County of Fresno directly to the Fresno County EMS Communications Center. Calls received on 9-1-1 for medical or EMS responses include incidents that involve any type of reported injury or illness, including motor vehicle crashes. Due to the type of incident, it may be necessary for law enforcement agencies to keep a 9-1-1 call and relay response information over another telephone line.

EXCEPTION: Incidents involving a reported fire, hazmat, or explosion, regardless of injuries, shall be transferred directly to the appropriate PSAP for fire dispatch. It will be the responsibility of the fire PSAP to notify the Fresno County EMS Communications Center if ambulance, EMS helicopter, or other medical resources are needed.

- D. The Fresno County EMS Communications Center shall notify the appropriate fire PSAP or fire agency if first responder or fire resources are needed on the medical incident. This does not apply to primary PSAPs who also have responsibility to dispatch its own municipal fire department. These primary PSAPs shall dispatch fire department equipment in accordance with its own policy and procedure after the 9-1-1 call is transferred to the Fresno County EMS Communications Center. Similarly, primary PSAPs that pre-alert ambulances within its jurisdiction shall continue to alert its ambulance of the ambulance request after the 9-1-1 call is transferred to the Fresno County EMS Communications Center. The Fresno County EMS Communications Center will alert and dispatch the ambulance with the priority of response and any updated information.

Approved By EMS Director	Signatures on File at EMS Agency	Revision 08/08/2011
EMS Medical Director	Signatures on File at EMS Agency	

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- E. Certified EMS Dispatchers at the Fresno County EMS Communications Center shall interrogate callers and initiate response of EMS resources using EMS Agency approved dispatch protocols.