

	<b>CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1</b> Standard Operating Procedures	Initial:
	SOP #: EMS 6-05	Revised:
	Subject: Telephone Procedures	10-2005

## TELEPHONE PROCEDURES

- All emergency calls and emergency transports that are received by the Communications Center will be dispatched by radio.
- The Dispatchers will be responsible to obtain as much information as possible from the complainant. This will include but not limited to the correct address, specific location and/or directions, nature of the emergency, the complainants' name, the number they are calling from, if the patient is conscious and / or breathing and any other pertinent information. **Also ask which hospital the patient desires to be transported to.** This will ensure that proper ALS units are dispatched to eliminate a BLS unit having to wait on scene or miss an ALS intercept. Sometimes due to a language barrier, emotions, phone problems, and an array of other possibilities, it is impossible to get all of the required information. However, every attempt will be made to do so.
- If, after obtaining the above information, the consciousness and breathing cannot be confirmed by the caller, a maximum response (ALS or BLS with ALS) is sent prior to any further questioning. However, if the victim is determined to be conscious and breathing and the chief complaint is established, Priority Dispatch EMD protocol will be followed to determine the level of response along with any pre-arrival instructions that can be given.
- When the initial call is received by Clearfield County Communications Center, the dispatchers are required to use and follow the Priority Dispatch Emergency Medical Dispatch Policies.
- Incoming calls on 9-1-1 lines will be answered "Clearfield County 9-1-1". Calls incoming on the 800 or any non-emergency lines will be answered "Clearfield County". Incoming calls on any direct line will be answered "Clearfield".
- Whenever calling the Communications Center, whether on business or for an emergency, identify yourself, stating your name, capacity you are serving in and the station with which you are associated.
- The Communications Center's 800 or business lines should only be used for business and information calls. Whenever possible, if an emergency is reported to your station, advise the Communications Center, prior to responding, by phone not radio. If you are reporting an emergency, use an emergency phone number, because during busy times the business phone lines will be the last to be answered.
- **Do not** call the Communications Center while the Communications Center is dispatching your station for any call. **Listen to the radio.** If it is necessary to obtain more information about the call, wait until after the dispatch is completed to pick up the phone and call.

- Calls to the Communications Center of a business nature are to be made to the Communications Center business lines or 800 line. Do not use emergency lines.

The business lines are:

Communications Center: 814-765-1533 (If toll, use 1-800-689-3535)

Director: 814-765-5357

- Should the Communications Center be made aware of any interruption in telephone service to specific telephone exchanges which would affect calling the emergency or direct lines at the Communications Center, the EMS supervisor or his/her delegate of the affected companies will be notified as soon as possible.