

	CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1 Standard Operating Procedures	Initial:
	SOP #: EMS 6-09	Revised: 10-2005
	Subject: Requests for Ambulance Services	

REQUESTS FOR AMBULANCE SERVICES

The Clearfield County Communications Center will honor patient and/or caller requests for specific ambulance services within a reasonable distance to their residence.

- For non-emergency calls, such as routine transports, the requested services' supervisor will be contacted with information on the transport.
- For emergency calls, the dispatcher will send the service requested by the patient, AND if in the dispatcher's judgment, the distance between the requested service and the closest service is substantial, he/she will also send the closest service. The caller will be advised that the law states that the dispatch center must send the closest ambulance service assigned to their area. However, if they do not wish the services of that particular ambulance service, they may sign a release form when/if that ambulance services arrive on scene. If the communications center finds that the requested service cannot respond, the party will be called back and advised of the situation.
- The dispatcher will state in the first dispatch which service is the requested service.
- When the caller/patient specifically requests no ALS or QRS when the dispatch protocol says we must, the caller will be advised that the communications center must send that service. However, when/if they arrive, the patient/family should make their wishes known to the crew.(Refusal may not be allowed)
- When the patient/caller states that they want to go to a hospital that is definitely not the closest facility, and the call is for an emergency, the dispatcher will explain to the caller that he/she should make their wishes known to the ambulance crew when they arrive. The dispatcher will include those wishes in the dispatch or when the EMS unit is enroute to the call.
- When there are no ambulances available (already on a call or units out of service) for a particular area, the dispatcher will activate the tones for the services whose area the call is in and the tones for the next closest service to the patient and announce "... In place of ..." This will allow any available personnel to respond directly to the patient and render assistance until an ambulance can reach the patient.