

	CLEARFIELD COUNTY EMERGENCY MANAGEMENT / 9-1-1 Standard Operating Procedures	Initial:
	SOP #: EMS 6-13	Revised:
	Subject: ALS Requests	10-2005

ALS REQUESTS

The Clearfield County Communications Center follows local medically approved Emergency Medical Dispatch Protocols for all requests for emergency EMS responses. An ALS unit will be dispatched on all calls meeting ALS criteria.

- When a BLS unit or EMT requests the response of an ALS unit, the dispatcher needs to know what criteria to use for the dispatch.
 1. If the BLS unit is not yet on scene the dispatcher will dispatch ALS using the initial information received from the caller and announce the requesting service or EMT.
 2. If the BLS unit is on scene but the initial dispatch indicated no protocol for ALS dispatch the dispatcher will ask the requesting service or EMT for the main ALS complaint criteria.
 3. ALS will not be denied to any requestor, but the criteria to effectively dispatch the request will be asked for by the dispatcher.
 4. Once an ALS unit has been dispatched it can only be cancelled by the Medical Command Physician, or the responding EMS unit (s). The dispatchers will **advise** the wishes of any other on scene personnel to the responding ALS unit (s).
 5. With limited ALS services in the area, there may be times when no ALS service is available to respond to an ALS protocol incident. A BLS service responding on such occasion will be advised ASAP.
- Due to the close proximity of available ALS services in certain areas of the county, it will be the policy of the Clearfield County Communications Center to dispatch those services as follows:
 1. Telecommunicators will honor the requests of the initial **caller**. The initial caller is defined as a patient, a patient's spouse, a patient's caregiver, an employee of an institution that the patient is a resident of or a request from another 9-1-1 center. **No EMS personnel, while acting in an EMS capacity, may make a request for preference of a specific service in this instance.**
 2. Telecommunicators will announce "by request" with the initial dispatch when such a request is made.

3. When two ALS services in Clearfield County are located in, and have coverage within the same area, they will be dispatched on a rotation basis as determined by “emergency” and “routine” calls. Caller requests will supersede the rotation.
- Note: Station 42 and Station 43 are currently using this rotation method. Station 42 handles emergency calls on even dates, routines on odd dates. Station 43 handles emergency calls on odd dates, routines on even dates