MEDICAL PRIORITY DISPATCH EMERGENCY RULE

In situations of extreme over-capacity in the communications center, the EMD may suspend Pre-Arrival Instructions (PAIs) and suspend or discontinue Post-Dispatch Instructions (PDIs) once Case Entry, Key Questions and final coding are completed. Specifically, if there are unanswered emergency calls waiting in the CAD que, the EMD will make every effort to answer those calls after any case(s) currently being processed are given a Final Determinant Code and specific responder crews are notified (or will be imminently notified by a co-worker).

- To ensure that EMDs complete the minimum MPDS requirements for a safe and effective response during situations of extreme system overload.

- Emergency Rule Situations

  - Every attempt should be made to complete the interrogation sequence; at a minimum Case Entry and Key Question information will be correctly obtained, and a final Determinant Coding assigned. The following are the acceptable reasons for call takers to suspend or discontinue the MPDS protocol:

    - All call takers already taking emergency calls, with one or more calls in que *(waiting to be answered)*

    - Mass Casualty Incidents (while both phone and radio traffic is extreme).

- Tracking of Emergency Rule Cases

  - The EMD call taker will record all incidents where he/she applies the Emergency Rule.

  - A report will be generated at the beginning of every month to determine the number of emergency rule calls recorded in the CAD for the previous month.

- RELEASING THE CALLER

  - When faced with a Emergency Rule situation the call taker will release the caller with the following statement (or similar)

  "I need to hang up now to take another call. Help is on the way. If he/she gets worse in any way, call me back immediately for further instructions."

  Also, whenever appropriate, say "If he/she becomes less awake and vomits quickly turn her/him on her/his side."