



# NORTHAMPTON COUNTY

## Department of EMERGENCY MEDICAL SERVICES



### STANDARD OPERATING GUIDELINES

TOPIC: Staffing & Response Procedure	SOG #: 2.4
Status: ACTIVE	Written: 01/22/2001
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Approved by: Hollye B. Carpenter	Adopted: 01/01/2013

#### PURPOSE

To outline the responsibilities of the EMS provider while on duty.

#### SCOPE

All department EMS personnel

#### CONTENT

##### BEGINNING of SHIFT

Promptly at the beginning of each shift, an EMS provider will notify the Eastern Shore 9-1-1 Communications Center (Rescue Dispatch) via an EMS vehicle radio of current staffing level. The following information will be given to the dispatcher:

1. "Unit" number
2. Par count (regardless of whether employee or volunteer)
3. Highest level provider

***(Example ~ "Unit 31-1 is staffed par 2, Enhanced")***

If an "ambulance" is staffed with only one provider, then Rescue Dispatch will also be notified "volunteer response will be required".

##### RESPONSE

It is the responsibility of all EMS providers to know which stations are staffed and to ensure an ambulance is responding to any call in a Northampton County agency's "first due" district, which includes a portion of lower Accomack County. EMS vehicles shall respond within three (3) minutes, provided there is a "staffed" crew available. We will continue to assist on other Accomack County calls as requested.

##### CLOSEST STAFFED AMBULANCE

It shall be the responsibility of the Duty Supervisor to be aware of EMS resources available at any given time. This means he/she shall know where staffed and available ambulances are, so the "closest ambulance" can be utilized for any given call. Additional station alerting may be enacted to accomplish this goal.



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NCEMS recognizes other staffed ambulances, such as Station 10 or 16, may be significantly closer than Station 31 (Machipongo) units for calls alerted in the northern end of our County and southern Accomack County.

In the event Station 13 (Community FC) does not have an ambulance signed on as staffed and available, the “Duty Supervisor” shall request from Rescue Dispatch the status of Station 10, if not already known.

Example: “Is Station 10 staffed, at what level and are they available?”

1. If Station 10 and/or 16 has a staffed and available ambulance, a request shall be made to also alert whichever ambulance is closest to the call.
2. Rescue Dispatch shall continue to alert Station 13 as usual per dispatch policy.
3. It shall be the discretion of the “Duty Supervisor” to determine what response is needed from Station 31, based the type of call and the level of staffing on Station 10 or 16’s ambulance.

If Station 13 has an ambulance staffed and available the alert of a second due is not necessary unless the “Duty Supervisor” deems additional manpower is or may be needed.

#### **SUPPLEMENTAL STAFFING**

Rescue Dispatch will be notified “additional personnel needed”, within three (3) minutes of alert, when an “ambulance” is staffed with only one provider. This scenario would typically happen on nights when a career provider is waiting for a volunteer member to respond from home.

#### **MEDICAL ASSIST**

An ambulance responding outside of a station’s “first due” district will do so as “medical assist”. Rescue Dispatch will continue to alert the “first due” station until an ambulance arrives on scene, 8 minutes has lapsed or the “first due” ambulance responds, whichever occurs *first*. If the “first due” ambulance responds, it will be at their discretion to cancel the “medical assist” ambulance.

#### **TRAVELING OUT of DISTRICT for Non-Emergency ASSIGNMENTS**

Should EMS personnel take an ambulance out of its first due district, on a non-emergency assignment (i.e. to the NCEMS office), dispatch shall be notified of the destination. Dispatch will again be notified upon returning to their respective station.



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### **OUT of DISTRICT During a CALL**

Should an ambulance crew mark responding when out of their “first due” district, they shall notify dispatch of the location they are responding from (i.e. Machipongo, Riverside Shore, etc.), and request paging of the “first due” station to continue until our crew marks on the scene or the station’s other ambulance marks out. If the station does not have another ambulance in service, paging will discontinue when our crew marks responding.

### **END of SHIFT**

At the end of a scheduled shift an EMS provider shall notify Rescue Dispatch, via radio, the assigned unit (i.e. 31-1) is “un-staffed”, unless there is relief by another crew.