



**North Country  
Regional Emergency Medical  
Advisory Committee**

**Policy Statement**

*Serving: St. Lawrence, Jefferson, and Lewis Counties*

No. 98 - 03

Date: 11/07/1998

Re: Dispatch

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Supercedes:

The North Country Regional EMS Council and the North Country REMAC recommend the following guidelines be incorporated into each county's EMS dispatch policy. This recommendation was developed in response to a time study completed by the North Country EMS Program Agency for the North Country Regional Council in March of 1998.

The recommended policy is as follows:

- 0 minutes Request for ambulance made to dispatch center. Dispatcher activates ambulance service that holds CON for that area.
- 4 minutes If the primary agency has not acknowledged the call, reactivate the primary agency and also the closest mutual aid ambulance.
- 8 minutes If no ambulance is responding, reactivate both agencies and dispatch the closest staffed ambulance.

The agency that holds the CON for that area may cancel the mutual aid agency only if the ambulance is enroute with appropriate staff and will arrive sooner than the mutual aid ambulance.

**Definitions:**

**Acknowledge** – a crew (including driver and EMT) has informed dispatch that they will be responding.

**Responding** – Ambulance is moving towards the call location and has a crew that includes an EMT and driver. The EMT may meet the ambulance at the scene.

**Staffed** – Any service that has the appropriate staff (driver and EMT) on site. This will also include ambulances that are returning to their stations from the hospital.