

Genesee County Medical Control Authority

System Protocols
EMS PERSONNEL RESPONSE

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EMS Personnel Response Protocol

In cases when an EMS agency receives a call from a 9-1-1 agency, a prompt response is required. If there is any delay on the part of the EMS agency or its personnel (i.e. trains, mechanical failure, problems in locating call, etc.), the originating 9-1-1 agency should be contacted immediately.

All calls received and accepted by an EMS agency from a 9-1-1 agency require that the EMS agency's ALS/BLS/LALS personnel be in the unit and responding within (1) one minute or less. If for some reason an agency cannot have its EMS personnel in the unit and responding to a call in one (1) minute or less, the agency should notify the originating 9-1-1 agency of the anticipated delay. The 9-1-1 dispatcher will then determine if the expected delay will still qualify the contacted EMS agency to receive the call.

All calls received and accepted by a MFR agency from a 9-1-1 agency require that the MFR agency's licensed MFR vehicle be on the road within six (6) minutes from the time the MFR agency is toned out by the 9-1-1 agency.