

National Emergency Number Association Interim Text-to-911 Policy/SOP

Emergency Medical Dispatch

The nature of the call will be asked for and the appropriate call-types entered into the call. Once a call is classified it will be routed for dispatch to the appropriate unit(s).

(NOTE: Below are two examples from actual SOP documents of how EMD could be handled).

1) Medical calls will not be processed using the EMD protocol. These calls will only be assigned a Chief Complaint.

2) The Telecommunicator will provide the same level of service in regard to Emergency Medical Dispatch for text calls as they do for voice calls. Telecommunicators will follow the same protocol they do for voice calls, by gathering the same information, dispatching the appropriate units and providing the same post-dispatch instructions.

Telecommunicators will ensure that all scene-safety information is obtained to ensure that bystander and responder safety issues have been addressed.

All scene-safety and any other pertinent information will be recorded and relayed to the responders as appropriate.

Before ending of the call, the Telecommunicator will inform the caller that the requested assistance is being sent to address that the caller initially requested. This will help confirm that the address of the incident is correct.