

PURPOSE:

The purpose of this policy is to establish EMS resource assignments for Medical Priority Dispatch System determinants for use by emergency medical dispatch centers processing reports of medical emergencies and requests for ambulance service.

AUTHORITY: Health and Safety Code, Division 2.5, Section 1797.220.

DEFINITIONS:

- A. "Ambulance Provider" means an entity properly permitted to operate an emergency advanced life support ambulance service in San Joaquin County.
- B. "NRLS" means an emergency response without delay not requiring or using emergency red lights and siren except as may be required for scene access.
- C. "RLS" means an emergency response without delay using emergency red lights and siren as appropriate for driving conditions.
- D. "SJCEMSA" means the San Joaquin County Emergency Medical Services (EMS) Agency.
- E. "Emergency Medical Dispatch (EMD)" means a series of components that allow the dispatcher to triage calls, send appropriate resources with the appropriate response, and provide pre-arrival/post-dispatch instructions as needed.
- F. "Emergency Medical Responder (EMR)" means a basic life support (BLS) or ALS non-transport vehicle operated by an EMR provider.
- G. "EMR Provider" means an organization authorized by the SJCEMSA to participate in the EMS system for the purpose of providing non-transport prehospital patient care.
- H. "Fire" means public safety fire service resources separate from their role as an EMR.
- I. "MPDS" means the Medical Priority Dispatch System.
- J. "NAED" means the National Academies of Emergency Dispatch.
- K. "Valley Regional Emergency Communications Center" or "VRECC" means the EMD center operated by American Medical Response and designated as the EMS dispatch center for all of San Joaquin County.

POLICY:

- I. This policy is used in conjunction with NAED Medical Priority Dispatch System (MPDS) Version 13.x. MPDS consists of 35 chief complaint protocols with standardized sections consisting of key questions, determinant codes, response assignments, medical information, post-dispatch instructions, and pre-arrival

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instructions. The determinant codes are categorized into six levels: omega, alpha, bravo, charlie, delta, and echo (Ω-A-B-C-D-E). Determinant levels do not indicate the severity of situation. Each level reflects a response group designed to provide the appropriate resources needed for a specific situation which is identified through the call taking process based on the 35 chief complaint protocols.

- II. VRECC shall dispatch ambulance and EMR resources and notify other dispatch centers to dispatch EMR resources to respond to medical emergencies in accordance with the assignments established by this policy. All public safety answering points and dispatch centers shall adhere to the requirements of this policy when managing the response of ambulance and EMR resources.
- III. If resources are already en route when a determinant is reached or additional information is obtained changing the determinant and assignment, VRECC shall direct resources to upgrade, reduce, or cancel their response in accordance with revised or updated assignment. Accordingly, all ambulance and EMR resources shall comply with directions from VRECC to upgrade, reduce, or cancel their response.
- IV. If an EMD determinant code cannot be ascertained through call taking and case entry within 90 seconds to 120 seconds, and the location of the medical emergency is known, the EMD call taker shall assign a default determinant of "Delta" and initiate an EMS response.
- V. For MPDS Protocols 1 through 32, and 34 assigned a NRLS ambulance response without an accompanying EMR response, VRECC shall establish a fail-safe procedure for CAD to recommend the dispatch of an EMR resource whenever the estimated time of arrival of the assigned ambulance at time of dispatch is greater than 15 minutes.
- VI. An MPDS Protocol 9 with a determinant code of omega is an expected death of a hospice patient or another patient under supervised care. The base response for determinant code 9-Ω-1 shall be one ambulance supervisor and one EMR vehicle with a mode of NRLS. In general, the role of EMS in such situations is support for the family and care givers. Hospice should be requested if not already on scene or en route.
- VII. SJCEMSA approved MPDS response and mode assignments for chief complaint protocols 1 through 32 and 34 are as specified in Table 1 of Section IX. If a

determinant level (Ω-A-B-C-D-E) does not list specific determinant codes or suffixes than the response and mode assignment for that level is the same for all determinant codes or suffixes applicable to that level. When in doubt about selecting the appropriate determinant level based on caller interrogation the EMD call taker should assign the higher priority response.

VIII. Table 1:

Protocol 1	Level	Response	Mode
Abdominal Pain/Problems	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	N/A	N/A
	Alpha	Ambulance	NRLS
Protocol 2	Level	Response	Mode
Allergies (Reactions)/ Envenomations (Stings, Bites)	Echo	Ambulance EMR	RLS RLS
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	Ambulance EMR	RLS RLS
	Alpha	Ambulance	NRLS
Protocol 3	Level	Response	Mode
Animal Bites/Attacks	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo B-1; B-2; B-3	Ambulance EMR	RLS RLS
	Alpha	Ambulance	NRLS

Protocol 4	Level	Response	Mode
Assault/Sexual Assault	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo (B-0; B-1s; B-2)	Ambulance EMR	RLS RLS
	Bravo (B-1a,t; B-3)	Ambulance EMR	NRLS NRLS
	Alpha	Ambulance	NRLS
Protocol 5	Level	Response	Mode
Back Pain (Non-Traumatic or Non-Recent Trauma)	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	N/A	N/A
	Alpha	Ambulance	NRLS
Protocol 6	Level	Response	Mode
Breathing Problems	Echo	Ambulance EMR	RLS RLS
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	NRLS NRLS
	Bravo	N/A	N/A
	Alpha	N/A	N/A

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Protocol 7	Level	Response	Mode
Burns (Scalds)/ Explosion (Blast)	Echo	Ambulance EMR	RLS RLS
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	Ambulance EMR	NRLS NRLS
	Alpha (A-1)	Ambulance EMR	NRLS NRLS
	Alpha (A-2)	Fire	Per EFD
	Alpha (A-3; A-4; A-5)	Ambulance	NRLS
Protocol 8	Level	Response	Mode
Carbon Monoxide/ Inhalation/ Hazmat/ CBNR	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	Ambulance EMR	NRLS NRLS
	Alpha	N/A	N/A
	Omega	Fire	Per EFD
Protocol 9	Level	Response	Mode
Cardiac or Respiratory Arrest/ Death	Echo	Ambulance EMR	RLS RLS
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo (B-0)	Ambulance EMR	NRLS NRLS
	Bravo (B-1 a-e)	EMR	NRLS
	Bravo (B-1 f-h)	Ambulance EMR	NRLS NRLS
	Alpha	N/A	N/A
	Omega	Amb Sup EMR	NRLS NRLS

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Protocol 10	Level	Response	Mode
Chest Pain (Non-Traumatic)	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	N/A	N/A
	Alpha	Ambulance EMR	NRLS NRLS
Protocol 11	Level	Response	Mode
Choking	Echo	Ambulance EMR	RLS RLS
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo	N/A	N/A
	Alpha	Ambulance EMR	NRLS NRLS
Protocol 12	Level	Response	Mode
Convulsions/Seizures	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	Ambulance EMR	NRLS NRLS
	Alpha	Ambulance	NRLS
Protocol 13	Level	Response	Mode
Diabetic Problems	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Alpha	Ambulance	NRLS

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Protocol 14	Level	Response	Mode
Drowning (Near)/ Diving/ Scuba Accident	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo (B-0; B-1; B-3)	Ambulance EMR	RLS RLS
	Bravo (B-2)	Fire	EFD
	Alpha	Ambulance EMR	NRLS NRLS
Protocol 15	Level	Response	Mode
Electrocution/Lightning	Echo	Ambulance EMR	RLS RLS
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	NRLS NRLS
	Bravo	N/A	N/A
	Alpha	N/A	N/A
Protocol 16	Level	Response	Mode
Eye Problems/Injuries	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo	Ambulance EMR	RLS RLS
	Alpha A-1	Ambulance EMR	RLS RLS
	Alpha A-2; A-3	Ambulance	NRLS

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Protocol 17	Level	Response	Mode
Falls	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo (B-0 B-1; B-2; B-3) suffix code P	Ambulance EMR	RLS RLS
	Bravo (B-0; B-1; B-2; B-3) suffix codes A,E,G,J or none	Ambulance EMR	NRLS NRLS
	Alpha (A-1; A-2; A3) suffix code P	Ambulance EMR	RLS RLS
	Alpha (A-1;A-2; A-3) suffix codes A,E,G,J or none	Ambulance EMR	NRLS NRLS
	Alpha (A-4) all suffix codes	Fire	EFD
Protocol 18	Level	Response	Mode
Headache	Echo	N/A	N/A
	Delta	N/A	N/A
	Charlie	Ambulance EMR	RLS RLS
	Bravo	Ambulance	NRLS
	Alpha	Ambulance	NRLS
Protocol 19	Level	Response	Mode
Heart Problems/ Automatic Implanted Cardiac Defibrillator (A.I.C.D.)	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	N/A	N/A
	Alpha	Ambulance EMR	NRLS NRLS

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Protocol 20	Level	Response	Mode
Heat/Cold Exposure	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	Ambulance	NRLS
	Alpha	Ambulance	NRLS
Protocol 21	Level	Response	Mode
Hemorrhage/Lacerations	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo (B-2)	Ambulance EMR	RLS RLS
	Bravo (B-0; B-1; B-3; B-4)	Ambulance	NRLS
	Alpha	Ambulance	NRLS
Protocol 22	Level	Response	Mode
Inaccessible Incident/ Other Entrapments (Non- Vehicle)	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo with suffix codes B or Y	Ambulance EMR	RLS RLS
	Bravo (B-0; B-1) suffix codes A, M, X or unknown	Ambulance EMR	NRLS NRLS
	Bravo (B-2; B-3) suffix codes A, M, X or unknown	Fire	EFD
	Alpha	Fire	EFD

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Protocol 23	Level	Response	Mode
Overdose/ Poisoning (Ingestion)	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	Ambulance EMR	NRLS NRLS
	Alpha	N/A	N/A
	Omega (poisoning without priority symptoms)	Refer to Poison Control	Refer to Poison Control

Protocol 24	Level	Response	Mode
Pregnancy/ Childbirth/ Miscarriage	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	Ambulance	NRLS
	Alpha	Ambulance	NRLS
	Omega	Ambulance	NRLS

Protocol 25	Level	Response	Mode
Psychiatric/ Abnormal Behavior/ Suicide Attempt	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo (B-1)	Ambulance EMR	RLS RLS
	Bravo (B-0, B-2, B-5)	Ambulance EMR	NRLS NRLS
	Bravo (B-3; B4; B-6)	EMR	NRLS
	Alpha	EMR	NRLS

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Protocol 26	Level	Response	Mode
Sick Person	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	Ambulance	NRLS
	Alpha	Ambulance	NRLS
	Omega (1 to 3; 5 to 8; 10 to 28)	Ambulance	NRLS
	Omega (9)	EMR	NRLS
	Omega (4) "Can't sleep"	No EMS response, refer to primary care physician	N/A

Protocol 27	Level	Response	Mode
Stab/Gunshot/ Penetrating Trauma	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo (B-3)	Ambulance EMR	RLS RLS
	Bravo (B-0; B-1; B-2; B-4)	Ambulance EMR	NRLS NRLS
	Bravo (B-5)	EMR	NRLS
	Alpha with suffix codes X, Y	Ambulance EMR	NRLS NRLS
	Alpha with suffix codes S,G,P,I	Ambulance	NRLS

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Protocol 28	Level	Response	Mode
Stroke (CVA)	Echo	N/A	N/A
	Delta	N/A	N/A
	Charlie with suffix codes C, D, E, F, I, J, L,M, X, Y, Z	Ambulance EMR	RLS RLS
	Charlie with suffix codes H, K and "T" greater than 8 hours	Ambulance EMR	NRLS NRLS
	Bravo	N/A	N/A
	Alpha	Ambulance	NRLS
Protocol 29	Level	Response	Mode
Traffic/ Transportation Incidents	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo (B-1; B-2)	Ambulance EMR	RLS RLS
	Bravo (B-0; B-3; B-4; B-5)	Ambulance EMR	NRLS NRLS
	Alpha (A-2)	Ambulance EMR	NRLS NRLS
	Alpha (A-0; A-1)	Ambulance EMR	NRLS NRLS
	Omega	Fire	EFD

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Protocol 30	Level	Response	Mode
Traumatic Injuries (Specific)	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo (B-2; B-3)	Ambulance EMR	RLS RLS
	Bravo (B-0; B-1)	Ambulance EMR	NRLS NRLS
	Alpha (A-1)	Ambulance EMR	NRLS NRLS
	Alpha (A-2; A-3)	Ambulance	NRLS
Protocol 31	Level	Response	Mode
Unconscious/Fainting (Near)	Echo	Ambulance EMR	RLS RLS
	Delta	Ambulance EMR	RLS RLS
	Charlie	Ambulance EMR	RLS RLS
	Bravo	N/A	N/A
	Alpha (A-1; A-2; A-3)	Ambulance EMR	NRLS NRLS
Protocol 32	Level	Response	Mode
Unknown Problem (Man Down)	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo (B-4)	Ambulance EMR	NRLS NRLS
	Bravo (B-1; B-2; B-3)	EMR	NRLS
	Alpha	N/A	N/A

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Protocol 34	Level	Response	Mode
Automatic Crash Notification (ACN)	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie	N/A	N/A
	Bravo (B-1; B-2; B-3; B-4; B-5)	Ambulance EMR	RLS RLS
	Bravo (B-0)	Ambulance EMR	NRLS NRLS
	Alpha(A-1)	Ambulance EMR	NRLS NRLS
	Alpha (A-2)	Fire	EFD
	Omega	Refer to law enforcement	

- IX. Exceptions to chief complaint protocols 1 through 33 as listed in Tables 1 and 2:
- A. Charlie, Bravo, and Alpha responses to the following medical clinics with a physician on site do not require the dispatch of EMR resources unless these resources are requested by medical clinic staff or responding ambulance personnel:
 1. All Kaiser Permanente medical facilities.
 2. St. Joseph’s Immediate Care 1801 E. March Ln, Stockton, CA.
 3. Sutter Gould Medical Group 2505 W. Hammer Ln, Stockton, CA.
 4. Sutter Gould Medical Group 2545 W. Hammer Ln, Stockton, CA.
 5. Channel Medical Center 701 Channel St., Stockton, CA.
 6. Veterans Medical Clinic 7777 E. Freedom Rd, French Camp, CA.

 - B. Delta, Charlie, Bravo, and Alpha responses to the San Joaquin County Jail do not require the dispatch of EMR resources unless these resources are requested by the SJC Sheriff’s Department staff or responding ambulance personnel.

 - C. Bravo and Alpha responses within the City of Stockton or areas served by the Stockton Fire Department (SFD) do not require the dispatch of EMR resources unless:
 1. The response determinant specifies the dispatch of EMR resources without an accompanying ambulance such as Protocol 32 B1 and B2 (Unknown Problem – Medical Alarm); or
 2. Whenever the estimated time of arrival (ETA) of the ambulance to the scene is greater than 15 minutes at the time of dispatch.

- D. For incidents occurring in the City of Tracy or the Tracy Rural Fire Protection District:
 - 1. EMR resources shall be assigned at time of call to the same incidents, at the same response level, as ambulance resources, except that no EMR resources shall be assigned to Protocol 33 alpha determinants unless requested due to exigent circumstances.

- X. SJCEMSA approved MPDS response and mode assignments for chief complaint protocol 33 are as specified in in this section and Table 2 of Section XII.
 - A. If a determinant level (Ω-A-B-C-D-E) does not list specific determinant codes or suffixes than the response and mode assignment for that level is the same for all determinant codes or suffixes applicable to that level.
 - B. When in doubt about selecting the appropriate determinant level based on caller interrogation the EMD call taker should assign the higher priority response.
 - C. Protocol 33 applies to requests from non-acute care hospital medical facilities with onsite medical personnel that have performed an assessment of the patient and are requesting transport to an emergency department. Medical facilities included within Protocol 33 are: same day surgery centers, skilled nursing facilities, hospice facilities, and palliative home care with an onsite physician or registered nurse.
 - D. Protocol 33 shall be used for processing requests for ambulance service for patients at the California Health Care Facility (CHCF). Due to the unique nature of CHCF and the availability of onsite medical personnel EMR resources shall not be dispatch for patients at the CHCF unless those EMR resources are specifically requested by onsite ambulance personnel.
 - E. Basic Life Support (BLS) ambulances may be used to respond to Protocol 33 Alpha level determinants.
 - F. Based on the availability of ALS and BLS ambulances and the needs of the EMS system VRECC may delay dispatching an ambulance (“hold the call”) for a Protocol 33 Alpha level determinant without priority symptoms as follows:
 - 1. Alpha Priority I may be held for up to 30 minutes;
 - 2. Alpha Priority II may be held for up to 60 minutes;
 - 3. Alpha Priority III may be held for up to 90 minutes.
 - G. Any ambulance response to Protocol 33 Alpha level determinants may be pre-arranged or scheduled at the request of the transferring facility.

XI. Table 2:

Protocol 33	Level	Response	Mode
Transfer/ Interfacility/ Palliative Care	Echo	N/A	N/A
	Delta	Ambulance EMR	RLS RLS
	Charlie (C-1, C-2; C-5; C-7)	Ambulance EMR	RLS RLS
	Charlie (C-3; C-4; C-6)	Ambulance	NRLS
	Bravo	N/A	N/A
	Alpha (Acuity I no priority symptoms): 1. Blood pressure abnormality (asymptomatic); 2. Dizziness/vertigo; 3. Fever/chills; 4. General weakness; 5. Nausea; 6. New onset immobility; 7. Abnormal labs.	Ambulance (BLS or ALS)	NRLS
	Alpha (Acuity II no priority symptoms): 1. Gastric tube (in/out) 2. Urinary catheter (in/out) without hemorrhaging. 3. Pain, non- traumatic; 4. Possible meningitis; 5. Possible norovirus; 6. Possible infection; 7. Transportation only;	Ambulance (BLS or ALS)	NRLS

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	8. Transport for diagnostic exam 9. Unwell/ill; 10. Vomiting.		
	Alpha (Acuity III no priority symptoms): 1. Boils; 2. Bumps; 3. Can't urinate; 4. Constipation; 5. Cramps/Spasms; 6. Deafness; 7. Defecation/Diarrhea; 8. Earache; 9. Gout; 10. Hemorrhoids/piles; 11. Hepatitis; 12. Hiccups; 13. Itching; 14. Joint pain; 15. Nervous; 16. Object stuck; 17. Object swallowed; 18. Painful urination; 19. Penis problems/pain; 20. Rash/skin disorder; 21. Sexually transmitted disease (STD); 22. Sore throat; 23. Toothache; 24. Wound infection.	Ambulance (BLS or ALS)	NRLS

XII. VRECC and other approved EMD centers shall monitor and regularly report compliance with this policy to the SJCEMSA.