

EMMS

Emergency Medical Services

**Alberta MFR Program
Dispatch and
Communication Processes**

Alberta MFR Program Dispatch and Communication Processes

Program Requirement

MFR agencies will have a designated dispatch agency

Rationale

To ensure dispatch of MFR agencies to medical events and use of current dispatch technologies and process

Document Scope

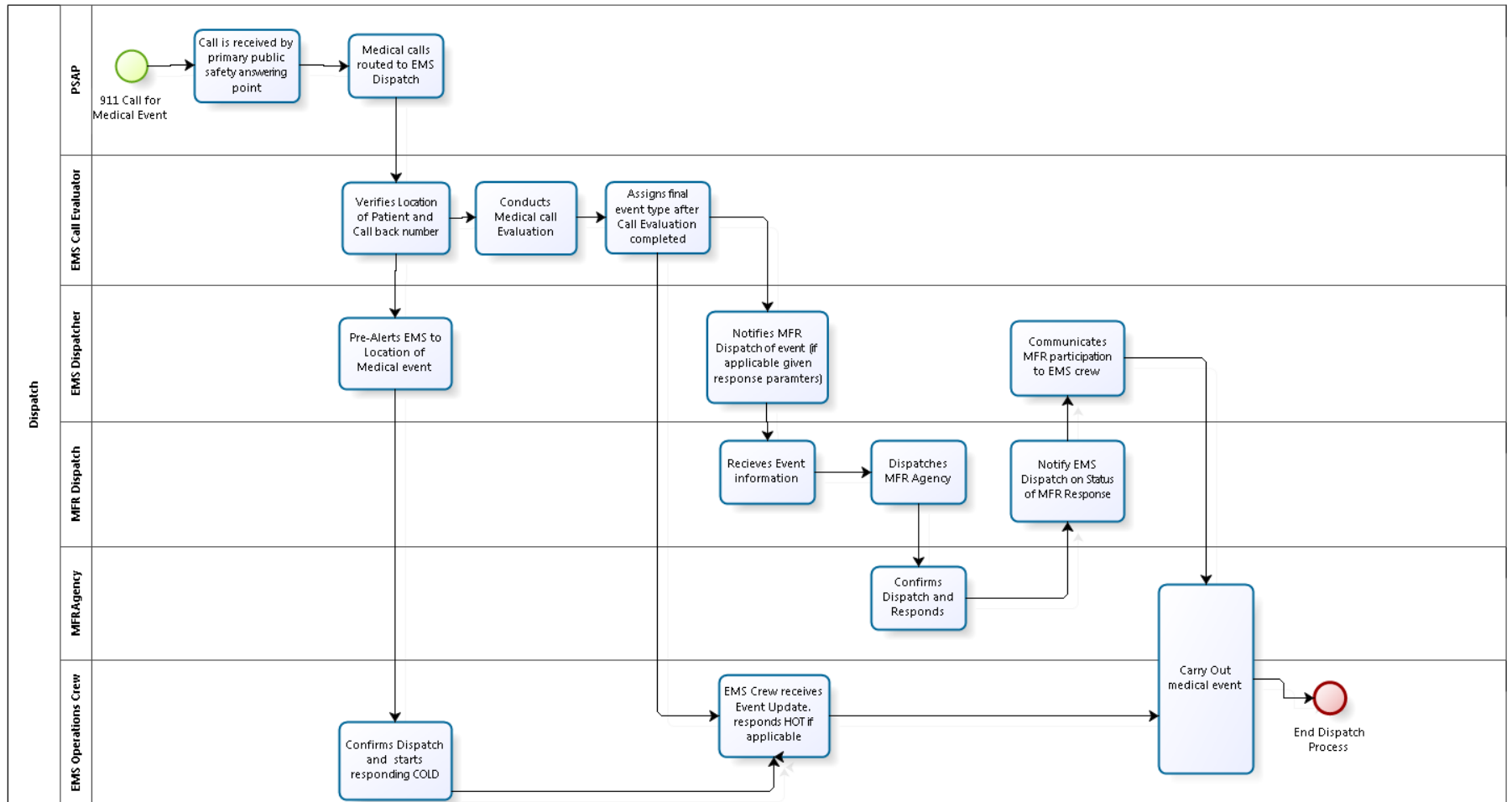
This document outlines the various steps and processes for Dispatch, Inter-Agency Communications, Access to OLMC, and Launching STARS.

Process 1: Dispatch

Steps

1. A PSAP receives a 911 call from a member of the public for a medical event.
2. The PSAP transfers the call to an AHS EMS dispatch centre.
3. The EMS Call Evaluator verifies the location of the medical event and the callback number of the caller. They accept the event into the system with this initial information before proceed to ask further questions of the caller.
4. Simultaneous to the EMS Call Evaluator continuing with their specific questions, the EMS Dispatcher recognizes that an event has been added to the system with the basic location and call back number. They dispatch an ambulance to start responding cold to the incident location while the Call Evaluator gathers further detail.
5. The EMS Crew acknowledges the event and starts driving to the call.
6. Once the EMS Call Evaluator completes their evaluation of the event, they update the event type to a specific MPDS event type code.
7. The EMS Dispatcher sees the updated information and notifies the MFR Dispatch agency for that area if an MFR is required according to pre-defined response plans.
Note: Any MFR Dispatch agency that has a direct CAD to CAD interface with EMS will be notified immediately after the event type is updated if there is a business rule defined for automatic dispatch.

8. Once the MFR Dispatch receives the event information, they acknowledge receipt to EMS Dispatch and dispatch the appropriate MFR agency. Where possible, the MFR Dispatch should indicate which MFR agency is being dispatched. This can be either verbally over the phone or electronically through a CAD interface.
9. The MFR agency confirms with their MFR Dispatch that they are responding.
10. The MFR Dispatch advises EMS Dispatch that the MFR is responding, whenever possible.
11. EMS Dispatch communicates MFR participation to EMS crews either verbally or through comments on the event that are visible on the EMS crew MDT.
12. MFR and EMS crew carry out medical event.



Process 2: Inter-Agency Communications

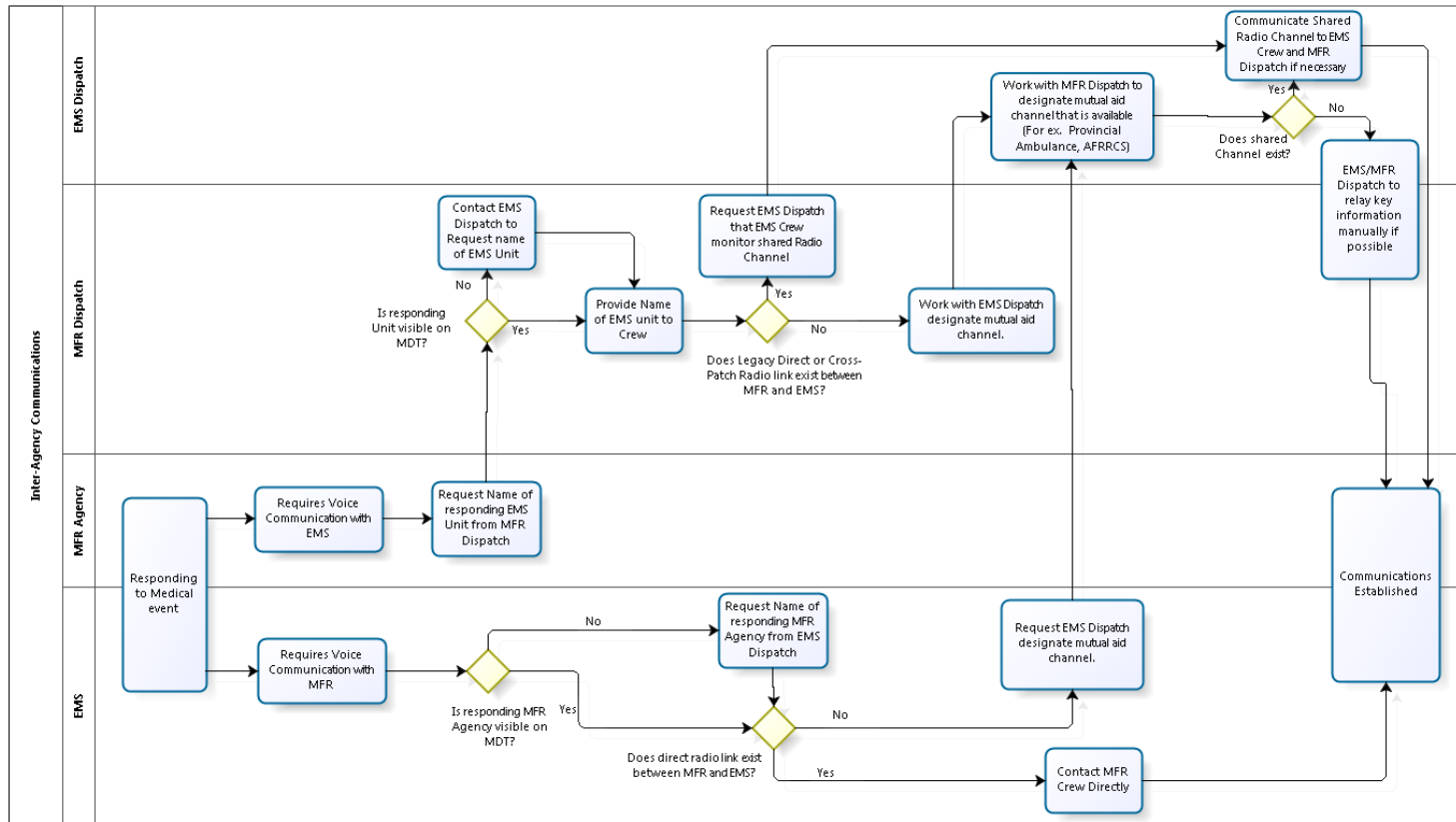
Steps

A. MFR Requires Voice Communications with EMS

1. The MFR agency identifies a need to speak with the responding EMS crew that is coming to a shared medical event.
2. The MFR Agency requests the name of the responding crew from their dispatch.
3. If the MFR Dispatch is able to access that information directly via an MDT in the dispatch centre or a CAD to CAD interface, they will provide the name to the MFR Agency. If the name is not available electronically, the MFR Dispatch will contact EMS Dispatch via phone to request that information.
4. Depending on the availability of radio communications on the responding EMS unit, there are a couple different scenarios to establish voice communications
 - a. If the responding EMS crew has access to the MFR radio channel via additional radio equipment in their truck OR if their MFR Dispatch can cross-patch the EMS channel with the MFR channel:
 - i. Request that EMS Dispatch have the EMS crew monitor the shared/cross-patched channel
 - b. If no legacy or cross patch ability exists, MFR Dispatch works with EMS Dispatch on other radio channel possibilities
 - i. MFR Dispatch works with EMS Dispatch to jointly have both crews monitor a mutual aid channel such as provincial ambulance, provincial fire, or a designated AFRRCS channel
 - c. If no radio communication is possible, simple, short messages may have to be relayed through the respective Dispatch centres
 - i. If no radio route is possible, the MFR Dispatch centre and EMS Dispatch centre may have to relay messages on the MFR and EMS crew's behalf
 - ii. Alternatively, there may be cell phone capability for the MFR agency to directly call the crew but this would have to be determined between MFR Dispatch and EMS Dispatch as a viable option.

B. EMS Requires Voice Communications with MFR

1. The EMS crew identifies a need to speak with the responding MFR crew that is coming to a shared medical event.
2. The EMS crew looks to see who the responding MFR agency is directly via their MDT in the ambulance. If the name is not available on the MDT, the EMS crew will request that information from EMS Dispatch.
3. Depending on the availability of radio communications on the responding EMS unit, there are a couple different scenarios to establish voice communications
 - a. If the responding EMS crew has access to the MFR radio channel via additional radio equipment in their truck OR if their MFR Dispatch can cross-patch the EMS channel with the MFR channel:
 - i. The EMS crew attempts to contact the MFR agency directly.
 - ii. If cross-patch is required, the EMS crew requests EMS Dispatch cross-patched their radio channel to the MFR channel.
 - b. If no legacy or cross patch ability exists, EMS Dispatch works with MFR Dispatch on other radio channel possibilities
 - i. EMS Dispatch works with MFR Dispatch to jointly have both crews monitor a mutual aid channel such as provincial ambulance, provincial fire, or a designated AFRRCS channel
 - c. If no radio communication is possible, simple, short messages may have to be relayed through the respective Dispatch centres
 - i. If no radio route is possible, the MFR Dispatch centre and EMS Dispatch centre may have to relay messages on the MFR and EMS crew's behalf
 - ii. Alternatively, there may be cell phone capability for the MFR agency to directly call the crew but this would have to be determined between MFR Dispatch and EMS Dispatch as a viable option.



Process 3: Online Medical Control (OLMC)

Definition

On Line Medical Consultation (OLMC) is direct communication between a practitioner and a designated Referral Emergency Physician in order to receive orders that are either specified in the EMS Provincial Medical Control Protocols or are outside of the algorithm, or to receive advice on a challenging case. If the practitioner is in doubt over how to proceed with patient care management, OLMC is always appropriate.

WHEN SHOULD OLMC BE INITIATED?

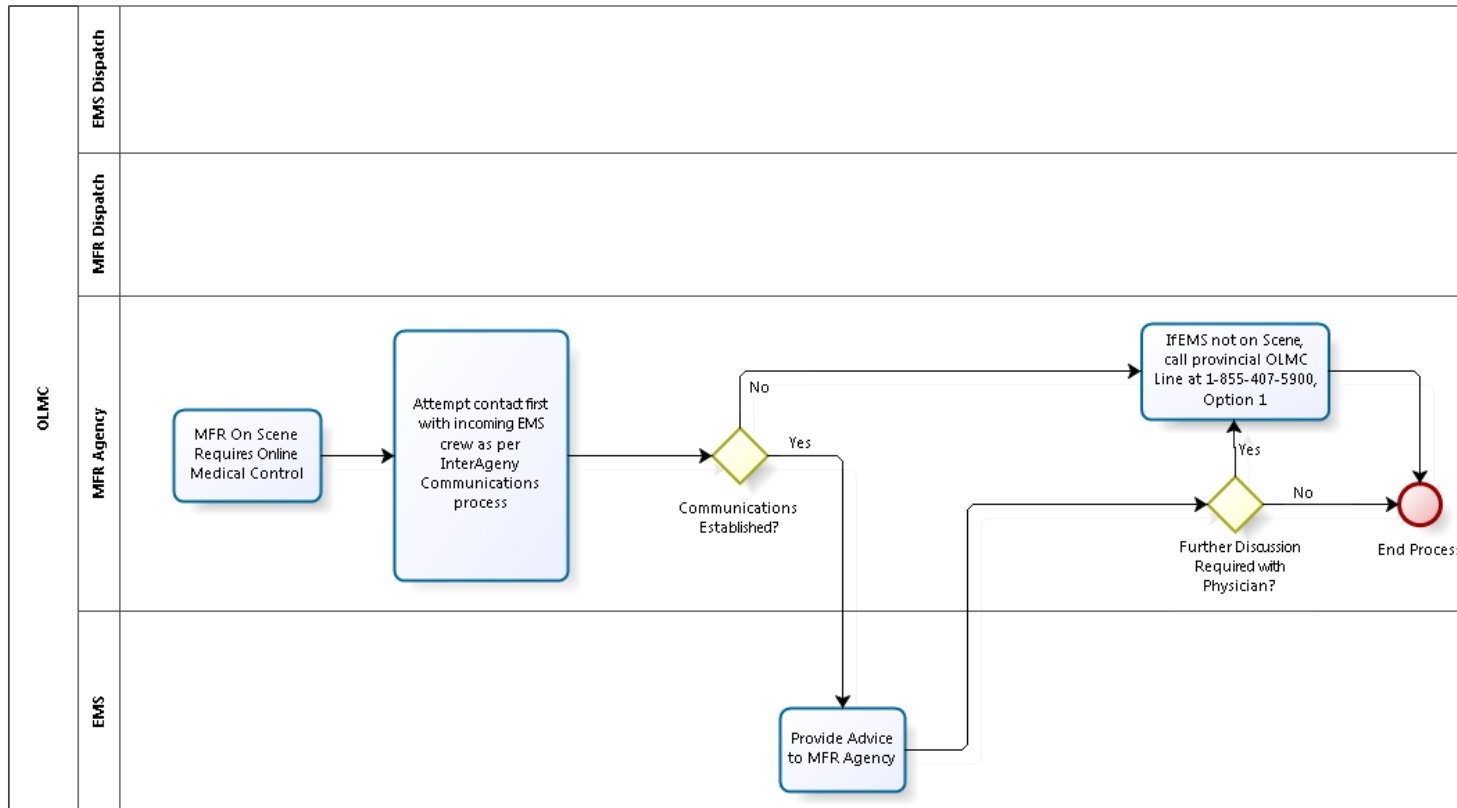
An MFR crew on scene with a challenging patient presentation requires medical consultation prior to the EMS crew arriving.

If OLMC consultation is required as part of the MFR Medical Control Protocol.

Steps

1. The MFR agency on scene requires OLMC based on medical control factors or some other urgent medical event.
2. The MFR Medical Director Committee has requested that MFR agencies first attempt to contact the incoming EMS crew for advice using the Inter-Agency Communications process.
3. Once the agency speaks to the EMS Crew and it is decided that further consultation with OLMC is required, the MFR agency will contact AHS OLMC*.
4. If the MFR agency is unsuccessful contacting the incoming EMS crew in a reasonable amount of time given the situation, they may choose to call AHS OLMC*.

*AHS OLMC number is 1-855-407-5900, option 1



Process 4: Launching STARS

There are three methods of involving STARS in a medical event

Steps

A. Early Auto Dispatch Criteria met

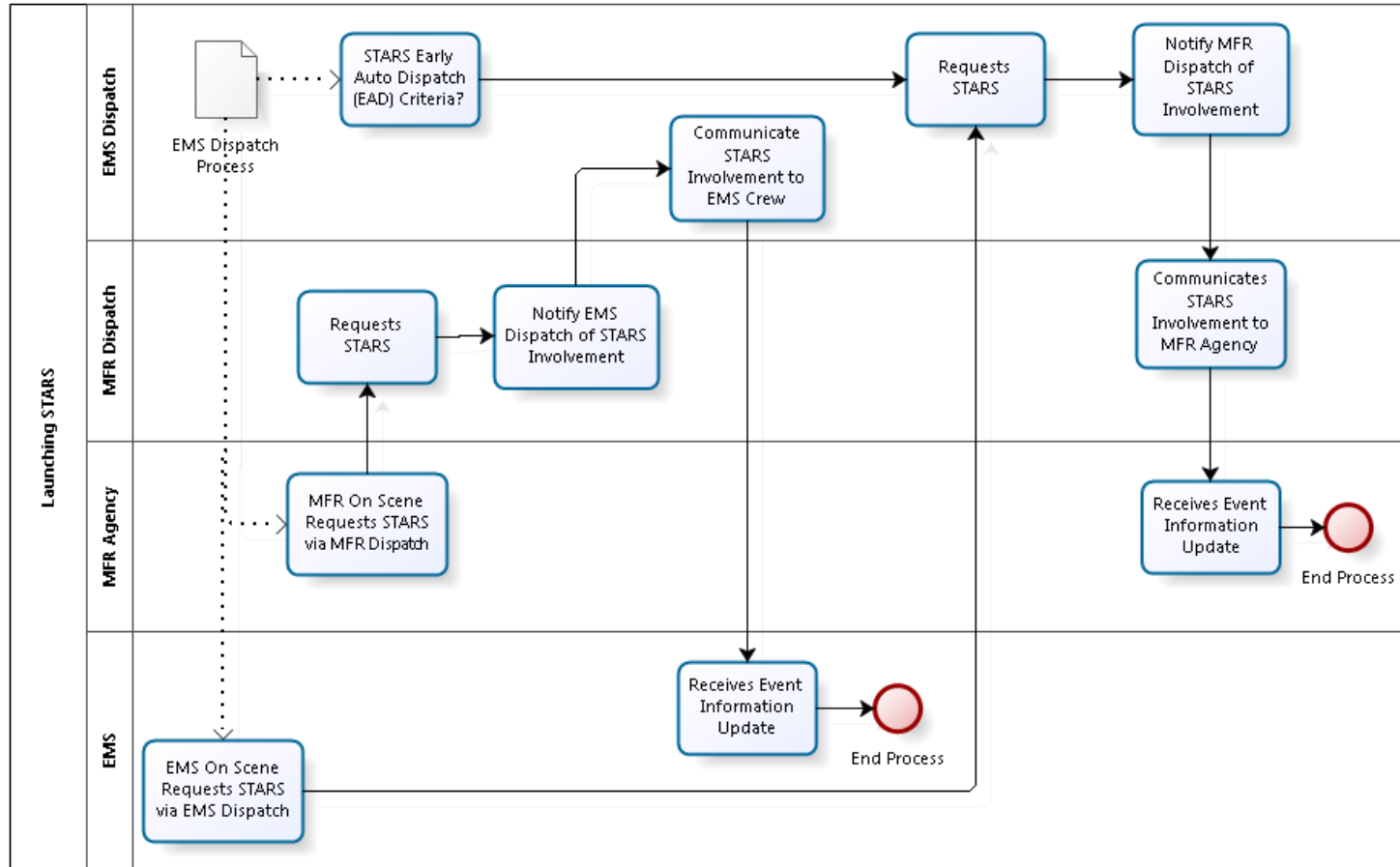
1. During the EMS Dispatch process, there are specific triggers that based on the event type and other factors, EMS Dispatch may requests STARS participation in an event.
2. If criteria are met, EMS Dispatch will contact STARS for participation in an event.
3. If STARS accepts the mission, EMS Dispatch will advise the EMS Crew and the MFR Dispatch of STARS participation.
4. The MFR Dispatch will advise responding MFR Crew of STARS response.

B. EMS Crew on event requests STARS

1. The EMS crew while responding or on scene may request STARS participation from EMS Dispatch
2. EMS Dispatch will contact STARS for participation in an event.
3. If STARS accepts the mission, EMS Dispatch will advise the EMS Crew and the MFR Dispatch of STARS participation.
4. The MFR Dispatch will advise responding MFR Crew of STARS response.

C. MFR Crew on event requests STARS

1. The MFR crew while responding or on scene may request STARS participation from MFR Dispatch or by directly calling them at 1-888-999-3822 as per agency SOPs.
2. If applicable, MFR Dispatch will contact STARS for participation in an event
3. If STARS accepts the mission, the MFR agency/MFR dispatch will advise EMS Dispatch of STARS participation.
4. EMS Dispatch will advise the responding EMS Crew of STARS response.



Common Definitions

<p>ACLS Advanced Care Life Support ACP Alberta College of Paramedics AFRRCS Alberta First Responder Radio Communications System Agency Organization providing MFR AED Automated External Defibrillator ALS Advanced Live Support (Paramedic) AMPDS Advanced Medical Priority Dispatch System AOCP Alberta Occupational Competency Profiles BLS Basic Life Support (EMR/EMT) CAD Computer-Aided Dispatch CPR Cardio Pulmonary Resuscitation EMR Emergency Medical Responder EMT Emergency Medical Technician</p>	<p>EMT-P Paramedic HPA Health Professions Act Level of Service Level of emergency medical care MCP's Medical Control Protocols Medical Director Physician that oversees the MFR's scope of practice MFR Medical First Response MFR's Medical First Responders MGA Municipal Government Act OLMC Online Medical Control PCR Patient Care Report PSAP Public Safety Answering Point SFA Standard First Aid</p>
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Date of Review	Change		Rationale
	Revised	Deleted / Archived	