

**EAST REGION PATIENT CARE PROCEDURE #1**  
**DISPATCH OF MEDICAL PERSONNEL**  
**Approved by DOH February 2005**

**I. STANDARD:**

1. *Licensed aid and/or licensed ambulance services shall be dispatched to all emergency medical incidents by the appropriate 911 center.*
2. *Verified aid and/or verified ambulance services shall be dispatched to all known injury incidents, as well as unknown injury incidents.*
3. *All licensed and verified aid and licensed and verified ambulance services shall operate 24 hours a day seven days a week. (Current WAC)*
4. *All Communication/Dispatch Centers charged with the responsibility of receiving calls for Emergency Medical Services shall develop or adopt an EMD (Emergency Medical Dispatch) Program that meets the Washington EMD Program and Implementation Guidelines.*

**II. PURPOSE:** *(See County Specific Operating Procedures and Response Area Maps)*

1. To provide timely care to all emergency medical and trauma patients as identified in the *Current WAC*.
2. To minimize "System Response Time" in order to get certified personnel to the scene as quickly as possible.
3. To minimize "System Response Time" in order to get licensed and or verified aid and ambulance services to the scene as quickly as possible.
4. To establish uniformity and appropriate dispatch of response agencies.

**III. PROCEDURE:**

1. **Following the Region's plan to promote the concept of tiered response, an appropriate licensed or verified service shall be dispatched per the above standards.**
2. **Dispatcher shall determine appropriate category of call using established Washington State EMD Guidelines.**
3. **Response shall be pre-planned by EMD response protocol. (See County Specific Operating Procedures and East Region Response Area Maps.)**

**IV. DEFINITIONS**

**"System Response Time"** for trauma means the interval from discovery of an injury until the patient arrives at the designated trauma facility. It includes:

- **"Discovery Time":** The interval from injury to discovery of the injury;
- **"System Access Time":** The interval from discovery to call received;
- **"911 Time":** The interval from call received to dispatch notified, including the time it takes the call answerer to:
  - Process the call, including citizen interview; and
  - Give the information to the dispatcher;

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- **“Dispatch Time”**: The interval from the call received by the dispatcher to agency notification;
- **“Activation Time”**: The interval from agency notification to start of response;
- **“Enroute Time”**: The interval from the end of activation time to the beginning of on-scene time;
- **“Patient access time”**: The interval from the end of enroute time to the beginning of patient care;
- **“On Scene Time”**: The interval from arrival at the scene to departure from the scene. This includes extrication, resuscitation, treatment, and loading;
- **“Transport Time”**: The interval from leaving the scene to arrival at the health care facility.

**V. QUALITY IMPROVEMENT:**

The East Region Prehospital & Transportation Committee will review this PCP upon receipt of suggested modifications from a local provider, the East Region QI Committee, the Department of Health, or any other entity suggesting modifications to the document, at least biennially.

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