



# ATTLEBORO POLICE DEPARTMENT POLICY AND PROCEDURE

TITLE		<b>EMD Transfer Procedure</b>	
No.	<b>Chapter 15 Section 10</b>	<input checked="" type="checkbox"/> NEW	<input type="checkbox"/> AMENDS
DISTRIBUTION		DATE OF ISSUE	EFFECTIVE DATE
<b>All Personnel</b>		August 1, 2012	August 5, 2012
REFERENCES		Issuing Authority: Chief Kyle P. Heagney	
M.G.L. c. 6A, § 18B 560 CMR 5.00			

## Emergency Medical Dispatch Transfer Procedure

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**Introduction** This policy is issued in compliance with M.G.L. c. 6A, § 18B and Regulation 560 CMR 5.00 requiring that 9-1-1 Public Safety Answering Points (PSAPs) must provide Emergency Medical Dispatch (EMD) services through certified EMD dispatchers.

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**Policy** All EMD Personnel shall comply with the provisions of this policy and procedure at all times when processing an emergency medical call.

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**Collaboration** Consistency is a critical component in delivery of medical pre-arrival instructions. It is therefore acknowledged that the handing of the call between the Police Department and Fire Department will require cooperation and collaboration to assure the most successful outcome for the patient.

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**Exceptions** The following exceptions exist where the performance of EMD will not be required:

- Third Party requests for non-emergency transport to a medical facility via ambulance.
- Fourth Party requests for emergency medical assistance relayed via other public safety dispatch centers; or subscription-based services such as LifeLine or OnStar when the caller is not directly connected to the dispatcher
- An unsafe scene or circumstances that could put the victim, caller or other persons at risk.

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# EMD Transfer Procedure

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**Procedure** The following transfer procedures shall be followed when processing an EMD call:

<b>Stage</b>	<b>Action</b>
1	The police department PSAP receives an E911 call requiring medical assistance.
2	The police dispatcher shall inquire as to the nature of the medical emergency.
3	The police dispatcher shall transfer the caller to the Fire Department communications center.
4	The police dispatcher shall remain on the line and not disconnect from the E911 phone call.
5	The fire dispatcher shall speak to the civilian caller and obtain the pertinent information in order to dispatch fire department resources.
6	The Fire Dispatcher will then clearly advise the caller not to disconnect and to remain on the line.
7	The police dispatcher will assume control of the call and deliver the applicable EMD protocols.

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**Prohibited Conduct**

Inappropriate EMD conduct includes any of the following:

1. Display of hostility or arguing with a caller;
  2. Pre-mature judgment of a situation based on past experience with a caller;
  3. Judgment of situation severity based on previous personal experiences;
  4. Refusal or failure to dispatch available unit(s) in accordance with protocol;
  5. Inappropriate termination of a call for assistance; or
  6. Failure to act or to dispatch in accordance with EMD protocol or policies and procedures.
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