

Dispatch Format

Supersedes: 11-16-07
Effective: 06-16-08

1. All requests for emergency medical services shall be dispatched as expeditiously as possible based upon available resources, call priority and call volume.
 - 1.1. An exception is an incident in which the patient is not scheduled to arrive for some time, such as in the case of an inbound aircraft or boat.
 - 1.2. Any factors impeding the ability of the dispatcher to dispatch an appropriate EMS unit to the scene of a reported emergency shall be documented in the call incident text (e.g. polling privates, closer unit will be clearing a hospital shortly, etc).
2. Units responding to an incident in which there is known or suspected violence (e.g. weapons, violent patient or bystander) shall be advised of all pertinent information including the status of the police and directed to use caution when approaching the scene.
 - 2.1. If the scene is not secure on arrival of the EMS units, the location of the staging area should be documented in the incident text.
 - 2.2. In the case of an EDP in which the patient reportedly has no medical complaints or injury, but is known or suspected to have weapons or be violent, responding EMS units should stage a safe distance from the scene (approximately 1-2 blocks away).
 - 2.3. Boston EMS units shall be directed not to enter the scene until it has been secured by the police.
3. In order to provide a standardized dispatch format and ensure accurate receipt of the information by response units, the following format shall be used.

Unit ID (s), "respond to a(n)"...
TYPE Code "at"
Location [Street address, Section of the City], *repeat* *
Common place name if any
Remarks pertaining to crew safety
"Time Out (at)" [Radio Console time]

* Note: Addresses should be given out using two methods: using thousands, hundreds or tens, followed by the street name; then, the numbers should be given out individually. When an address has only one or two numbers preceding the street name, it is helpful to use the word "number" prior to saying the actual number.
For example:

20 Main Street would be given out as “Number Twenty Main Street, that’s two-zero Main Street”, followed by the city section.

“934 Commonwealth Avenue” would be broadcast as: “Nine Hundred, Thirty-Four Commonwealth Avenue (pause), that’s NINE, THREE, FOUR COMMONWEALTH AVENUE.” (city section)

4. Whenever an incident location, access, scene safety, or TYPE code information is modified prior to the arrival of the EMS unit, this information shall be broadcast via voice radio to the responding crew (s)

[See Related SOP “Mobile Data Workstations”; "General Dispatch Procedures"]