



Oakland County Medical Control Authority
SYSTEM PROTOCOLS
DISPATCH PROTOCOL

Initial Date: October 1, 2021
Revision Date 9/14/2023

Section 8.6

Dispatch Protocol

Purpose

As mandated under Public Act 368 of 1978, as amended, Section 20919 (1)(b): “A local medical control authority shall establish written protocols for the practice of life support agencies and licensed emergency medical services personnel within its region. The protocols shall be developed and adopted in accordance with procedures established by the department and shall include medical protocols to ensure the appropriate dispatching of a life support agency based upon medical need and the capability of the emergency medical services system.”

Local municipalities shall determine, in accordance with the rules and regulations of their local Medical Control Authority, the level of agency licensure, as well as who will provide ALS service in their area.

Protocol

1. E-911 shall be utilized and will dispatch the closest appropriate vehicle. By communicating effectively with the use of an EMD program, the dispatcher may be able to reduce the frequency of death or the severity of disability.
2. Since ALS can provide optimal medical care and any delay can negatively impact patient outcome, in areas where ALS is available it shall be **simultaneously dispatched** to certain medical emergencies including, but not limited to:
 - a. Cardiac Arrest
 - b. Chest Pain
 - c. Stroke
 - d. Drug Overdose / Poison
 - e. Altered Mental Status / Unconscious
 - f. Allergic Reaction
 - g. Difficulty Breathing
 - h. Drowning or Near Drowning
 - i. Injury with Bleeding or Immobility
 - j. Seizures / Convulsions
 - k. Diabetic Reactions
 - l. Child Birth
 - m. Burns
 - n. As determined through prioritized dispatch developed through an approved EMD program by Michigan Department of Health and Human Services (MDHHS).
 - o. Consider more resources on scene.
3. An ALS transporting agency may dispatch a BLS unit instead of an ALS transporting unit, if all of the following criteria are met:
 - There is a contractual transporting agreement with another ALS transporting agency. (Does not include mutual aid agreements)
 - The transporting ALS unit will meet the EMS response time criteria. (Refer to Protocol **8-104, EMS Response Time Standards**)
4. All residents shall have access to pre-arrival instructions through an Emergency Medical Dispatch program approved by Michigan Department of Health and Human Services.