



## HOLDING PRIORITY 3 AMBULANCE CALLS

APPROVED: \_\_\_\_\_  
EMS Medical Director

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EMS Administrator

1. The dispatch center will hold a request for a Priority 3 ambulance when the system level is 2 or below.
  - 1.1 Exception: an emergency transport unit at an emergency scene is requesting a Priority 3 ALS unit.
2. Should a unit that is responding on a Priority 3 call be diverted to a Priority 1 call, and the system level is 2 or below, the Priority 3 call goes into holding until the system level increases to level 3 or greater.
  - 2.1 At no time should a unit responding to a Priority 3 call be canceled from that call to handle a post move.
  - 2.2 An ambulance shall not be diverted from a Priority 3 call more than one (1) time, unless it is because another unit is now closer to the affected priority 3 call.
3. The on-duty AMR Supervisor will be notified of all held medical calls.
4. Dispatch or re-dispatch of Priority 3 calls will begin at level 3 and these calls will be dispatched in the order beginning with the time they were received.

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