



CANCELING OR DOWNGRADING AN EMS RESPONSE

APPROVED:



EMS Medical Director



EMS Administrator

1. DEFINITIONS (from Documentation #4):
 - 1.1 Patient: Any person that calls for EMS services or that paramedics encounter who demonstrates any known or suspected illness, injury, or requests an assessment or transportation shall be considered a patient.
 - 1.2 Non-Patient: Any person that paramedics encounter who does not demonstrate any known or suspected illness or injury, may be considered a non-patient.
 - 3.3 Patient Contact: Patient contact has occurred if paramedics do **any** of the following:
 - 3.3.1 Offer medical assistance of any kind to a patient
 - 3.3.2 Visualize the patient (objective assessment)
 - 3.3.3 Determine the mechanism of injury
 - 3.3.4 Obtain a history of present illness
 - 3.3.5 Witness any care rendered by other parties
2. Canceling an EMS Response
 - 2.1 An incident commander or San Mateo County accredited paramedic who is staffing a San Mateo County resource including, but not limited to: ALS engine, emergency ambulance, SMART car or paramedic field supervisor vehicle may cancel an EMS response if:
 - 2.1.1 The paramedic determines that additional paramedic resources are not needed in accordance with EMS policy
 - 2.1.2 A patient, as defined, cannot be located, or

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- 2.1.3 The patient is determined to be dead according to EMS policy
- 2.2 On-Duty law enforcement officers who arrive on-scene prior to the arrival of a paramedic on an ALS engine, ambulance, or field supervisor vehicle may cancel an EMS response if:
 - 2.2.1 A patient, as defined, cannot be located, or
 - 2.2.2 The patient is determined to be dead according to EMS policy Operations#10a
- 3. Downgrading an EMS Response (to Priority 3 from Priority 1)
 - 3.1 An incident commander or San Mateo County accredited paramedic who is staffing a San Mateo County resource including, but not limited to: ALS engine, emergency ambulance, SMART car or paramedic field supervisor vehicle, may downgrade an EMS response as appropriate based upon an initial patient assessment.
 - 3.2 On-Duty law enforcement officers who arrive on-scene prior to the arrival of a paramedic on an ALS engine, ambulance, or field supervisor vehicle may downgrade EMS responders if there is no clear emergency medical condition (e.g., no shortness of breath, chest pain, altered mental status, head injury, acute abdominal pain).

System Note: Law enforcement officers contact PSC dispatch via the officer's specific PSAP and who then relay their requests to PSC. The officer does not speak directly to the PSC dispatcher. In these situations PSC uses the SEND protocol instead of the EMD process, which is used in medical 9-1-1 calls. The SEND protocol does use the medical EMD questions which can be found in Operations #27.

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