DISPATCHING IN MANUAL MODE

APPROVED: _____   _____
                 EMS Medical Director   EMS Administrator

1.   The PSC utilizes a CAD system for all documentation in the daily EMS operation. Calls for service, unit status, post moves and reports are all generated and tracked via the automated system.

2.   If the CAD system is down for any reason PSC must revert to a manual system and follow the below procedures:

   2.1   The dispatch center uses carbonized dispatch cards which will be completed using established PSC procedure.
      2.1.1   The EMS dispatcher will consider the following guidelines with respect to EMS incident tracking while in manual mode:
      2.1.2   When more than one EMS unit, ground or air, is dispatched to a medical emergency; or when an expanded medical emergency or higher assignment level is declared or assigned, one (1) incident number will be assigned. This incident number shall be assigned to the first ALS Unit dispatched.
      2.1.3   Additional units assigned to the same incident will receive the original incident number. The additional units will be tracked on the original dispatch card.
      2.1.4   All required documentation relating to the incident should be written on the dispatch card or radio log to be entered into the system at a later time.

3.   When an ambulance unit is dispatched to a call that does not result in transport, it will be considered a "Canceled Call" and will be documented as such including the appropriate disposition code.

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4.   When the ambulance transports, the hospital destination and patient disposition code will be documented on the dispatch card.

5.   When a unit is not assigned to an incident, status changes, messages, and other pertinent unit history information will be documented in the form of a radio log.

    5.1   When CAD is back in service, all radio logs will be collected by the PSC shift supervisor (or designee) and placed in the current year "CAD Down Time" documentation file.