



## AMERICAN MEDICAL RESPONSE (AMR) MANAGEMENT NOTIFICATIONS

APPROVED:   
EMS Medical Director

  
EMS Administrator

1. The AMR Duty Supervisor can be contacted at any time. The Duty Supervisor shall be contacted by pager, phone or radio, in the following circumstances:
  - 1.1 The on duty dispatching supervisor believes that an immediate notification is appropriate.
  - 1.2 An ambulance goes out of service, for any reason, during the course of its shift.
  - 1.3 A unit does not report an In-Service status within 15 minutes of the posted start of shift time.
  - 1.4 There is a field safety issue.
  - 1.5 Dispatch is unable to contact a field unit.
  - 1.6 A Multi-casualty Incident (MCI) has been declared.
  - 1.7 Injury of any AMR employee
  - 1.8 An accident involving AMR personnel or an ambulance.
  - 1.9 PSC receives any type of complaint. The dispatcher shall relay to the AMR Duty Supervisor the nature of complaint, contact person and phone number.

Issue Date: August 1, 2004  
Effective Date: August 1, 2004  
Review Date: August 2006

---

- 1.10 Major communication center power failure
  - 1.11 Employee illness
  - 1.12 Death of immediate family member that requires the shutting down of the unit
  - 1.13 Missing or lost medication and or equipment
  - 1.14 Major CAD problems which result in an extended system influence
  - 1.15 There are only three (3) ambulances available on the Bayside.
  - 1.16 A request is made for a 9-1-1 ALS ambulance to perform an interfacility transfer.
  - 1.17 There is a request from another county for medical mutual aid.
  - 1.18 There is a cliff rescue situation.
  - 1.19 There is a report of ambulance or medical equipment failure.
  - 1.20 Anytime an EMT-P requests that the Duty Supervisor be notified.
  - 1.21 Third alarm fire or greater
  - 1.22 Known SWAT activation
2. In the event that the Duty Supervisor fails to contact PSC within three (3) minutes of the initial page, PSC shall contact the following AMR personnel in the order listed at three (3) minutes intervals until contact is made. This page shall be documented on an Unusual Incident Report.
- 2.1 Operations Manager or Designated Duty Manager
  - 2.2 Managing Director

Issue Date: August 1, 2004  
Effective Date: August 1, 2004  
Review Date: August 2006

---