



## SYSTEM ALERT / ALS AMBULANCE SYSTEM CONTINGENCY PLAN

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

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EMS Administrator \_\_\_\_\_

### 1. SYSTEM ALERT

- 1.1 When two (2) or less ALS ambulances (including fire service staffed ambulances) are available for Bayside dispatch a system alert will be relayed.
  - 1.1.1 A group page will be broadcast, via digital pager, to read;  
" System Alert Low Levels Bayside."
- 1.2 When there are no ALS ambulances available in the system, PSC will page all units. This page will advise them "System Alert." The digital display will state "System Alert, Level Zero Bayside."
- 1.3 When ambulances are not available for Bayside dispatch, the AMR Dispatch Center will be notified.
  - 2.1.1 The AMR Dispatch Center may move their available resources to supplement the ALS system.

### 2. CONTINGENCY PLAN

- 2.1 In the event that only one ALS ambulance (including fire service staffed ambulances) is available for a Priority 1 response and that ambulance has an ETA of greater than twenty (20) minutes the dispatcher will:
  - 2.1.1 Request the AMR Dispatch Center to immediately dispatch an AMR BLS ambulance. In the event that no AMR BLS is available with a 20 minute or less ETA, PSC will immediately contact another BLS ambulance provider to dispatch a BLS ambulance.
  - 2.1.2 If (after 2.1.1 above) there is still no ambulance available AND a first responder paramedic on scene reports that the patient meets criteria for "medical mutual aid":
    - 2.1.2.1 Immediately notify the AMR Supervisor and the EMS

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- Administrator-on-call
- 2.1.2.2 North Zone – The dispatcher will request South San Francisco Fire Department to respond.
  - 2.1.2.3 South Zone – The dispatcher will request Palo Alto Fire Department to respond
- 2.1.3 If (after 2.1.1 above) there is still no ambulance available AND a first responder paramedic on scene does not report that the patient meets criteria for “medical mutual aid”, the PSC dispatcher will request AMR dispatch to dispatch an AMR BLS ambulance from San Francisco, Alameda, or Santa Clara County.
- 2.1.4 Should an AMR ALS ambulance become available within San Mateo County prior to the arrival of a BLS ambulance PSC will immediately dispatch the ALS ambulance to the call (and continue the BLS ambulance). Once an ambulance arrives to the call (ALS or BLS) the other responding ambulance may be cancelled.