

TITLE: RESPONSE TO GROUND  
AMBULANCE REQUESTS

APPROVED: SIGNATURE ON FILE IN EMS OFFICE  
Executive Director

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**RESPONSE TO GROUND AMBULANCE REQUESTS**

I. AUTHORITY

California Health and Safety Code, Division 2.5, Sections 1797.56 and 1797.220; Title 13, California Code of Regulations, Chapter 5., Article 1., Section 1100.3, and the California State EMS Systems Guidelines, Sections 1.23, 2.08, 4.02, 4.06, 4.07, and 4.16.

II. DEFINITIONS

- A. "Designated Emergency Medical Dispatch Center" An ambulance dispatch center that meets the requirements in Agency policy #311.00.
- B. "Medical Emergency" The term used to denote a condition or situation in which an individual has a need for immediate medical attention, or where the potential for such need is perceived by a public safety agency, emergency medical personnel at the scene of an emergency or dispatch personnel at a Designated Emergency Medical Dispatch Center as used in the context of Division 2.5 of the Health and Safety Code, Section 1797.70.

III. PURPOSE

To establish the appropriate levels of ground ambulance response.

IV. POLICY

- A. The minimum response to a Medical Emergency dispatched by a Designated Emergency Medical Dispatch Center, except as outlined in Sections IV, B, C., and D., shall be an Advanced Life Support Ambulance staffed in accordance with EMS Agency policy # 405.00.
- B. When an ambulance is requested by a transferring physician for an Interfacility Transfer, the ambulance shall meet the requirements for either a BLS Ambulance, ALS Ambulance, or CCT Ambulance as specified in Policy # 405.00.
- C. The EMS agency may establish county specific policies that deviate from the minimum response levels cited in IV. A. (e.g. per Level III Dispatch procedures).

- D. The requirements of this policy may be suspended by the Medical Director or his/her designee during declared disaster situations or multiple casualty situations.

V. PROCEDURE

- A. When a request for an emergency response is received by a Designated Emergency Medical Dispatch Center, that Dispatch Center will dispatch an Advanced Life Support Ambulance staffed with at least one (1) EMT-P and one EMT-I in accordance with Section IV, A.
- B. In the event that no ALS units are available for an emergency response in an ambulance service area, the closest appropriate adjacent service provider shall be notified to activate mutual aid move-up and/or posting. Should an emergency call occur, the closest ALS unit, appropriately staffed in accordance with this policy, shall be dispatched. If The ALS ambulance service provider responsible for that service area in which the emergency call has occurred is able to staff and mobilize a BLS back-up unit with a minimum of two (2) EMT-Is, that BLS unit may be dispatched to the call. The BLS crew shall follow BLS treatment guidelines, contact the local base hospital, advise them of their BLS status and follow base hospital direction. Based upon the patient condition, length of transport time and the ETA of the responding ALS unit, the base hospital shall direct the BLS unit to either wait on scene for the ALS unit, rendezvous with the ALS unit or transport to the closest appropriate hospital.
- C. When an Advanced Life Support Ambulance is dispatched to an emergency response, an Advanced Life Support ambulance shall provide transportation for the patient(s) if transportation is necessary.