

**TITLE: MEDICAL PRIORITY DISPATCH SYSTEM RESPONSE AND
MODE ASSIGNMENTS FOR CARDS 1-34**

EMS Policy No. **3202**

PURPOSE: The purpose of this policy is to establish approved Medical Priority Dispatch System response and mode assignments for use by authorized Emergency Medical Dispatch Centers.

AUTHORITY: Health and Safety Code, Division 2.5, Section 1797.220.

DEFINITIONS:

- A. "Ambulance" means an emergency advanced life support (ALS) ambulance.
- B. "Ambulance Provider" means an entity properly permitted to operate an emergency advanced life support ambulance service in San Joaquin County.
- C. "Code 2" means an emergency response without delay not requiring emergency lights and siren except as may be required for scene access.
- D. "Code 3" means an emergency response without delay using emergency lights and siren as appropriate for driving conditions.
- E. "EMS Agency" means the San Joaquin County Emergency Medical Services (EMS) Agency.
- F. "Emergency Medical Dispatch (EMD)" means a series of components that allow the dispatcher to triage calls, send appropriate resources with the appropriate response, and provide pre-arrival/post-dispatch instructions as needed.
- G. "Emergency Medical Responder (EMR)" means a basic life support (BLS) or ALS non-transport vehicle operated by an EMR provider.
- H. "EMR Provider" (formerly known as a "First Response Provider") means an organization authorized by the EMS Agency to participate in the EMS system for the purpose of providing non-transport prehospital patient care.
- I. "MPDS" means the Medical Priority Dispatch System.
- J. "NAED" means the National Academies of Emergency Dispatch.

POLICY:

- I. County authorized EMD Centers shall dispatch EMS resources to medical emergencies and manage their response in accordance with the response levels and modes (Code 3 or Code 2) established by this policy.
 - A. Exception: For 9-1-1 medical emergencies reported by callers transferred from the Stockton Police Department's PSAP the County's designated EMS Dispatch Center shall dispatch ambulance and EMR resources after completion of case entry and prior to reaching an EMD determinant. The County's designated dispatch center shall notify responding resources to upgrade, downgrade or cancel as appropriate after an EMD determinant is reached.
 - B. Modifications to subparagraph I. A. above are subject to the terms and

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conditions of the litigation settlement agreement entered into between the County of San Joaquin and the City of Stockton for Stanislaus County Superior Court Case No. 379455.

- II. Ambulance and EMR resources shall comply with instructions from an authorized EMD Center to upgrade, cancel, or reduce their response mode.
- III. EMS Agency approved MPDS response and mode assignments for use by authorized EMD Centers are as follows:

Card 1	Level	Response	Mode
Abdominal Pain/Problems	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	N/A	N/A
	Alpha	Ambulance	Code 2
Card 2	Level	Response	Mode
Allergies (Reactions)/ Envenomations (Stings, Bites)	Echo	Ambulance EMR	Code 3
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance EMR	Code 3
	Alpha	Ambulance	Code 2
Card 3	Level	Response	Mode
Animal Bites/Attacks	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo B-1, B-2	EMR Ambulance	Code 3
	Bravo B-3	EMR Ambulance	Code 2
	Alpha	Ambulance	Code 2

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Card 4	Level	Response	Mode
Assault/Sexual Assault	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo	Ambulance EMR	Code 3
	Alpha	Ambulance	Code 2
Card 5	Level	Response	Mode
Back Pain (Non-Traumatic or Non-Recent Trauma)	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	N/A	N/A
	Alpha	Ambulance	Code 2
Card 6	Level	Response	Mode
Breathing Problems	Echo	Ambulance EMR	Code 3
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	N/A	N/A
	Alpha	N/A	N/A
Card 7	Level	Response	Mode
Burns (Scalds)/ Explosion (Blast)	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance EMR	Code 2 Code 3
	Alpha A-1	Ambulance EMR	Code 2 Code 3
	Alpha A-2	EMR	Per Fire
	Alpha A-3	Ambulance	Code 2
	A-3 F & E	EMR	Per Fire

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Card 8	Level	Response	Mode
Carbon Monoxide/ Inhalation/ Hazmat/ CBNR	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance EMR	Code 2 Code 3
	Alpha	N/A	N/A
	Omega	EMR	Per Fire
Card 9	Level	Response	Mode
Cardiac or Respiratory Arrest/ Death	Echo	Ambulance EMR	Code 3
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo B-1	Ambulance EMR	Code 2 Code 3
	Alpha	N/A	N/A
	Omega	Ambulance EMR	Code 2 Code 3
Card 10	Level	Response	Mode
Chest Pain (Non-Traumatic)	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	N/A	N/A
	Alpha	Ambulance EMR	Code 2
Card 11	Level	Response	Mode
Choking	Echo	Ambulance EMR	Code 3
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo	N/A	N/A
	Alpha	Ambulance EMR	Code 2

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Card 12	Level	Response	Mode
Convulsions/Seizures	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance EMR	Code 2 Code 3
	Alpha A-1;	Ambulance EMR	Code 2
	A-2; A-3	Ambulance	Code 2
Card 13	Level	Response	Mode
Diabetic Problems	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Alpha A-1	Ambulance	Code 2
	A-1C	Ambulance EMR	Code 2 Code 3
Card 14	Level	Response	Mode
Drowning (Near)/ Diving/ Scuba Accident	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance EMR	Code 3
	Alpha	Ambulance EMR	Code 3

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Card 15	Level	Response	Mode
Electrocution/Lightning	Echo	Ambulance EMR	Code 3
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 2
	Bravo	N/A	N/A
	Alpha	N/A	N/A
Card 16	Level	Response	Mode
Eye Problems/Injuries	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo	Ambulance EMR	Code 3
	Alpha A-1	Ambulance EMR	Code 3
	A-2; A-3	Ambulance	Code 2
Card 17	Level	Response	Mode
Falls	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo B-1; B-2	Ambulance EMR	Code 3
	B-3	Ambulance EMR	Code 2
	Alpha A-2 G	Ambulance EMR	Code 3
	Alpha A-1; A-2;	Ambulance EMR	Code 2
	A-3	EMR	Code 2

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Card 18	Level	Response	Mode
Headache	Echo	N/A	N/A
	Delta	N/A	N/A
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance	Code 2
	Alpha	Ambulance	Code 2
Card 19	Level	Response	Mode
Heart Problems/ Automatic Implanted Cardiac Defibrillator (A.I.C.D.)	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	N/A	N/A
	Alpha	Ambulance EMR	Code 3
Card 20	Level	Response	Mode
Heat/Cold Exposure	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance	Code 2
	Alpha	Ambulance	Code 2
Card 21	Level	Response	Mode
Hemorrhage/Lacerations	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance EMR	Code 3
	Alpha	Ambulance	Code 2

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Card 22	Level	Response	Mode
Inaccessible Incident/ Other Entrapments (Non- Vehicle)	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo B-1	Ambulance EMR	Code 3
	B-2; B-3	Ambulance EMR	Code 2 Code 3
	Alpha	Ambulance EMR	Code 2 Code 3
Card 23	Level	Response	Mode
Overdose/ Poisoning (Ingestion)	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance EMR	Code 2
	Alpha	N/A	N/A
	Omega	Ambulance	As Directed by Poison Control Center
Card 24	Level	Response	Mode
Pregnancy/ Childbirth/ Miscarriage	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance	Code 2
	Alpha	Ambulance	Code 2
	Omega	Ambulance	Code 2

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Card 25	Level	Response	Mode
Psychiatric/ Abnormal Behavior/ Suicide Attempt	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo B-1	Ambulance EMR	Code 3
	B-2 to B-6	Ambulance EMR	Code 2
	Alpha	Law Enforcement	N/A
Card 26	Level	Response	Mode
Sick Person	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance	Code 2
	Alpha	Ambulance	Code 2
	Omega	Ambulance	Code 2
Card 27	Level	Response	Mode
Stab/Gunshot/ Penetrating Trauma	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo	Ambulance EMR	Code 3
	Alpha	Ambulance EMR	Code 3

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Card 28	Level	Response	Mode
Stroke (CVA)	Echo	N/A	N/A
	Delta	N/A	N/A
	Charlie	Ambulance EMR	Code 3
	Bravo	Ambulance EMR	Code 3
	Alpha; Note: Set L and G suffix codes to two hours	Ambulance EMR	Code 3
Card 29	Level	Response	Mode
Traffic/ Transportation Incidents	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo B-1; B-2	Ambulance EMR	Code 3
	B-3; B-4	Ambulance EMR	Code 2 Code 3
	Alpha	Ambulance EMR	Code 2 Code 3
	Omega	EMR	Code 3
Card 30	Level	Response	Mode
Traumatic Injuries (Specific)	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo	Ambulance EMR	Code 3
	Alpha	Ambulance EMR	Code 2

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Card 31	Level	Response	Mode
Unconscious/Fainting (Near)	Echo	Ambulance EMR	Code 3
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance EMR	Code 3
	Bravo	N/A	N/A
	Alpha A-1; A-3	Ambulance EMR	Code 2
	A-2	Ambulance EMR	Code 2 Code 3
Card 32	Level	Response	Mode
Unknown Problem (Man Down)	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo B-1	EMR	Code 2
	Bravo B-2	Ambulance EMR	Code 2 Code 3
	B-3	Ambulance EMR	Code 2
	B-4	Ambulance EMR	Code 3
	Alpha	N/A	N/A
Card 33	Level	Response	Mode
Transfer/ Interfacility/ Palliative Care	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	Ambulance	Code 3
	Bravo	N/A	N/A
	Alpha (Acuity II)	Ambulance (BLS)	Code 2

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Card 34	Level	Response	Mode
Automatic Crash Notification (ACN)	Echo	N/A	N/A
	Delta	Ambulance EMR	Code 3
	Charlie	N/A	N/A
	Bravo	Ambulance EMR	Code 3
	Alpha	Ambulance EMR	Code 2 Code 3
	Omega	None	None

- IV. Exceptions to Determinants Listed Above for facilities with medical staff on site:
- A. Delta, Charlie, Bravo, and Alpha responses to Kaiser Medical Facilities with a physician on site do not require the dispatch of EMR resources unless these resources are requested by the Kaiser Medical Facility or the responding ambulance.
 - B. Delta, Charlie, Bravo, and Alpha responses to the San Joaquin County Jail and the V.A. Clinic located at 7777 E. Freedom Road, French Camp, CA. do not require the dispatch of EMR resources unless these resources are requested by the SJC Jail or V.A. Clinic staff or the responding ambulance.
- V. Card 33 Specific Definitions:
- A. "Medical Professional" means a Physician, Registered Nurse, Family Nurse Practitioner, or Physician's Assistant.
 - B. "Medical Care Facility" means a licensed skilled nursing facility or a private residence served by hospice.
 - C. "Acuity II" means a request specifically for BLS procedures that require service in less than four hours for any of the following patient conditions:
 - 1. G tube Replacement.
 - 2. Foley Catheter Replacement.