

Montgomery County Fire and Rescue Service

FIRE CHIEF'S GENERAL ORDER

NUMBER: 09-07

May 14, 2009

TO: All MCFRS Personnel

FROM: Fire Chief Richard Bowers

SUBJECT: EMS Response Plan Changes



On May 18, 2009, ECC will implement an upgrade to the Emergency Medical Dispatch (EMD) protocols using Version 12 of Priority Dispatch ProQA software. The new version of this software fixes some items, but more importantly, it updates and adds some new event types to the protocol and adds some new pre-arrival instructions. The updates and changes should increase the effectiveness and efficiency of call processing.

Along with the updated software, the ECC will implement new EMS Response Plans. Current EMS Response Plans require dispatching a *single* paramedic for most Charlie event types, and *two* paramedics for most Delta and Echo event types. The new EMS Response Plans significantly reduce the number of ALS event types that require two paramedics, especially for the Delta event types. All Echo event types still require two paramedics.

The Alpha Dispatcher at ECC will no longer announce the response determinants for ALS events (i.e., Charlie, Delta, or Echo). Rather, when the EMS event type requires two paramedics, the Alpha Dispatcher will announce: "*This is an ALS-2 response.*" No announcement will be made when the EMS event type requires a single paramedic, nor will an announcement be made for a BLS event.

To assemble two paramedics for EMS events that require an ALS-2 response, ECC will typically dispatch a Medic Unit and an AFRA. For EMS event-types that require only one paramedic, ECC will typically dispatch a Medic Unit and a first responder. However, during periods of high demand for ALS service, these event-types may receive only an AFRA and an ambulance.

This **Fire Chief's General Order** modifies FRC Policy 22-03AM, *Communications Manual*, Section 11: *Pre-Alerts, Initial and Second Vocal Announcements - Active Event*.

If you have questions, please contact ECC B/C John Kinsley at (240) 773-7101, or via email.