

SAN JOAQUIN COUNTY  
EMERGENCY MEDICAL SERVICES AGENCY

**TITLE: GUIDELINES FOR EMS CALL SCREENING BY  
PRIMARY PUBLIC SAFETY ANSWERING POINTS**

**EMS Policy No. 3001**

**PURPOSE:** The purpose of this policy is to provide direction and guidelines to primary public safety answering point (PSAP) personnel in San Joaquin County in determine the correct routing of 9-1-1 call transfers to the County designated emergency medical services (EMS) dispatch center.

**AUTHORITY:** Health and Safety Code, Division 2.5, Sections 1797.220 & 1797.221

**POLICY:**

- I. The LIFECOM dispatch center, approved by the State of California as secondary PSAP to receive the direct transfer of 9-1-1 calls, is the designated EMS dispatch center for all of San Joaquin County.
- II. 9-1-1 calls are screened by primary PSAPs to determine the nature of the emergency which are routinely categorized into three types of emergencies:
  - A. Law enforcement
  - B. Fire
  - C. EMS
- III. Primary PSAPs are directed to transfer all EMS 9-1-1 calls originating within San Joaquin County to LIFECOM effective 0800 hours on May 1, 2006. Emergency medical dispatchers at LIFECOM shall interrogate callers using an EMS Agency approved medical priority reference system. LIFECOM is responsible for dispatching or notifying required agencies and resources of each EMS call including but not limited to ambulance, fire-rescue, law enforcement, air ambulance and hazmat.
- IV. Motor vehicle collisions are the most common EMS incident involving all call types: law enforcement, fire-rescue, and EMS. Primary PSAP personnel may use the following guidelines in determining the correct secondary PSAP to transfer the live 9-1-1 caller reporting a motor vehicle collision:
  - A. Motor vehicle collision without injuries or unknown injuries – route to California Highway Patrol (CHP) or appropriate local law enforcement.
  - B. Motor vehicle collision with injuries – route to LIFECOM.
  - C. Motor vehicle collision with injuries and possible extrication – route to LIFECOM.
  - D. Motor vehicle collision with injuries and fire – route to appropriate fire

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Effective: April 21, 2006

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Revised:

Supersedes:

Approved: Signature on file  
Medical Director

Signature on File  
EMS Administrator

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- dispatch center.
- E. Motor vehicle collision with injuries and hazardous material involvement – route to appropriate fire dispatch center.
- V. In general primary PSAPs should transfer 9-1-1 EMS calls involving a threat of fire, hazmat or explosion to the appropriate secondary PSAP for fire dispatch. The secondary PSAP for fire dispatch would then be responsible for notifying LIFECOM if ambulance, air ambulance or other medical resources are needed.
- VI. Refer to Appendix 3001A PSAP Call Type Flow Sheet for specific examples that can be used in distinguishing between EMS and fire call types.

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