

## **Falmouth Fire-EMS Operating Guideline**

### **EMS Response**

**Purpose:** To provide all personnel guidance for responding to, and managing, an EMS Incident.

#### **Guidelines:**

1. Once a medical call is received the responding crews should make every effort to acknowledge the call immediately and include the number of responders and the highest level they are responding with. For example: "Falmouth Ambulance 2 is responding with a crew of 2 at the Paramedic Level".
2. All responders in the ambulance shall be seated and seat belted before the ambulance moves.
3. All members should place their Accountability Tags on the Apparatus Passport before the ambulance moves.
4. The proper PPE shall be worn by all responders.
  - a. Minimum PPE for EMS responses shall be nitrile gloves.
  - b. When responding to a motor vehicle crash all responders shall wear turn out gear with safety vest.
  - c. When responding to a fire call the A2 crew shall wear PPE and be prepared to perform firefighting duties upon arrival.
5. If dispatched to a possible hostile situation the ambulance crew shall stage at a safe distance from the scene until police have deemed the scene safe for EMS to enter.
6. Customer Service: Falmouth Fire EMS strives to deliver the highest quality of patient care as well as excellent customer service to its patients and bystanders.
7. Lifting and moving patients: Patients shall always be lifted and moved in the safest possible manner. If the providers on scene feel they need assistance in lifting and/or moving a patient they should request that assistance through dispatch.
  - a. When requesting additional help lifting please ask for a specific number of responders needed.

8. Transport: Patients shall be transported to the most appropriate hospital for the injury or illness that they are experiencing. Falmouth Fire-EMS transports to either Maine Medical Center or Mercy Hospital, both in Portland. If the patient's condition can be treated appropriately at either hospital, it will be the patient's or the patient's decision maker who will determine where the patient is transported to.
9. Patients will be transported safely to the hospital. A brief report shall be given to the receiving hospital either via radio or cell phone at least 5 minutes prior to arriving at the hospital.
10. The ambulance operator shall contact dispatch via the radio to alert them that they are transporting to the hospital (and tell dispatch what hospital). The operator will also call dispatch via the radio when off at the hospital along with the miles covered from the transport.
11. The patient shall be brought into the hospital and care transferred to the receiving hospital. A verbal report shall be given to the receiving providers at the hospital, followed by the written patient care report. If at all possible, the written report shall be printed and left at the receiving hospital before the ambulance crew leaves.
12. All bio-waste should be left at the hospital
13. After the EMS call the ambulance shall be cleaned, restocked of supplies, and refueled if below  $\frac{3}{4}$  of a tank.
  - a. Supplies taken from the EMS cabinet at Central Station shall be documented to assist in tracking EMS supplies used.
14. The ambulance crew shall let dispatch know via the radio that they are in service when clearing the hospital.
15. All reports, IMC and Image Trend, shall be completed and the Image Trend report uploaded to MEMSRR before the end of the shift.

These guidelines may be changed or altered by the Fire Chief at any time.