



Date: 11/14/2014

Re: EMS System Overload Procedure Review

To: EMS System

As we rapidly approach and anticipate our first winter weather event tomorrow I thought it prudent to send out a quick reminder to the entire EMS System regarding the procedures we have in place for EMS System Overload (should this be required). Please disseminate to your field providers so they can re-familiarize themselves with what each "Phase" means in this procedure.

- **Phase 1** (inter-facility transfers must be approved by the Medical Director first)
  - *Phase 1 will not be announced on the radio by the ECC as it has little impact on field crews and is merely an operational procedure implemented at the ECC. We will continue to send a text page to both Chiefs group OPFD All Call, MA All Call, and FD2 All Call (all EMS providers operating a transport unit).*
  
- **Phase 2** (Transport to closest appropriate facility AND ability for crew to clear hospital **without** leaving patient care report....unless patient was a TCD)
  - *Phase 2 will be announced over the radio with the following script: "Attention all personnel, Phase 2 of EMS Overload is now in effect. Patients will be transported to closest appropriate facility. All crews should clear hospitals as soon as possible. Crews are not required to leave a patient care report except for TCD patients."*
  
  - *This phase dramatically impacts field crews and will also be sent out as text page to Chiefs and field-crews.*
  
- **Phase 3** (Allows use of alternative transport vehicles)
  - *Phase 3 will be announced over the radio with the following script: "Attention all personnel, Phase 3 of the EMS Overload is now in effect. Patient may be transported to emergency departments by alternative response vehicles if deemed appropriate after Medical Director consultation at ECC."*
  
- **Phase 4** (Responders may treat and NOT transport patients according to responders scope of practice. Medical Director now has become on-line medical control for all patient care and destination choice.)
  - *Phase 4 will be announced over the radio with the following script: "Attention all personnel, Phase 4 of EMS Overload is now in effect. System Medical Director has now become on-line medical control for all patient care and destination choice. Contact Dr. Jacobsen at ECC."*

- **Phase 5** (C3 calls being triaged at ECC for possible alternative response.)
  - *Phase 5 will be announced over the radio with the following script: "Attention all personnel, Phase 5 of EMS Overload is now in effect. System Medical Director triaging calls at ECC for possible alternative response."*
  
- The ECC will open a call in CAD with no address utilizing the **"EMS OVERLOAD"** nature and attaching the unit **"EMSO"** to the call. The on-duty ECC supervisor will document within the document in the CAD (similar to how "documentation" for day/night shift works now). It will also allow a crew to see on the MDT that **"EMS OVERLOAD"** is in effect.
  
- Dispatchers at the ECC have specific scripting to update the EMS system to notify hospitals of the changes to our EMS System.
  
- Implementation of Phase 3 will be the first phase that requires consultation/discussion/consensus between the Medical Director and Agency Chiefs via teleconference. I am always available to discuss the situation with any individual from any agency at any time.
  
- Demobilization scripting is as follows:
  - *"Attention all personnel, EMS Overload Phase XX has ended." Phase XX remains in effect until further notice."*

OR

*"Attention all personnel, all EMS Overload phases have ended. Resume normal operations."*

Thanks for sharing this information again for the upcoming winter months.  
Stay Safe!



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