



McLean County Area EMS System

TITLE: EMERGENCY VEHICLE RESPONSE GREATER THAN SIX MINUTES

POLICY STATEMENT:

The following guidelines have been established for the purposes of providing direction to dispatch centers in situations where the EMS vehicle response time to the scene will be greater than six minutes.

GOAL/PURPOSE:

To ensure the caller of Emergency Medical Services has the right to know when the response time to the scene of an emergency will be longer than six minutes.

POLICY:

All EMS transport agency members of McLean County Area EMS System that provide emergency ambulance response to their respective service area has committed to an optimum response time of four to six minutes in their primary coverage area.

Each respective agency response time to their secondary and outlying areas is greater than six minutes. If a call is received by any of the McLean County Area EMS System dispatch centers and it is known at the time of the call, for any reason the response time to the scene will be longer than six minutes by the responding agency, the following protocol shall be followed.

- A. Calls received by the McLean County Area EMS System dispatch centers in the primary coverage area:
 - Consider mutual aid if ambulance or staffing is not immediately available.
 - Notify caller of the estimated time of arrival of the responding unit.

- B. Calls received by dispatch for the secondary and outlying areas:
 - Consider mutual aid, if ambulance or staffing is not immediately available.
 - Notify caller of the estimated time of arrival of the responding transport unit.
 - Contact and request response of the nearest EMS first responder agency in situations of an emergency.

- C. If a transport agency is not able to respond their ambulance to an emergency call, an incident report should be filed with the McLean County Area EMS System within 24 hours.