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Goal:

The goal is to have a procedure in place to ensure that co-response requests received from Alberta Health Services, EMS Dispatch on the mobile data terminals (MDT) are processed in a consistent manner to ensure the best outcomes.

Scope:

To develop a procedure for:

1. Receiving the Request for Co-Response;
2. Dispatching the Co-Response;
3. Relaying Information Between Co-Respondents;
4. Clearing the Event.



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1.0 Receiving the Request for Co-Response

- 1.1 The MDT will make a default audio and visual alert. A separate pop up box will appear overtop of whatever screen is on the display. Click “acknowledge” in the pop up box.
- 1.2 Use the Status Input Button labeled MAP/REPORT to navigate to the main event screen display if not already there.
- 1.3 Gather necessary information from the populated fields displayed on the MDT. If more information is required to dispatch appropriately, contact AHS by calling CCC or NCC or by pressing the “Add Comment” button and typing in your request or question.

2.0 Dispatching the Co-Response

- 2.1 Dispatch the appropriate fire department or departments as per Chapter 9 Section 20 – Fire Dispatch Emergency Calls.
- 2.2 When the first Fire unit is en route, press the “En route” button on the User Status Input Button Bar and relay the information by adding it to the event comment log. Press “Update” button on the status input bar to update the event comment display table.
- 2.3 When the first of your responding units arrives on scene, press the “AR Arrive” button immediately and relay the information by adding it to the event comment log. Press “Update” button on the status input bar to update the event comment display table.

3.0 Relaying Information Between Co-Respondents

- 3.1 When updates and comments are added they will be accompanied by a default tone and then listed in the right column of the Event Comments display table.
- 3.2 Review all event comments as they arrive and any comments that would assist the responding Fire units should be relayed to them immediately via radio.



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- 3.3 All updates relayed to you from the responding Fire units or other resources should be added to the event comments display table by pressing the “Add Comment” button and typing the information into the field provided and press enter on the keyboard. This updates all units attached to the event on the MDT. Press “Update” button on the status input bar to update the event comment display table.
- 3.4 Any information that your “on scene” responders relay to you should be added to the event comment display table through the MDT’s “Add Comment” feature. Press “Update” button on the status input bar to update the event comment display table.
- 3.5 The assigned EMS units will be listed on the Event screen and the unit number can then be tracked for approximate ETA’s by switching to the Map screen and find the units that are enroute. You can use the “Refresh” button to get the most recent location.
- 4.0 Clearing the event**
- 4.1 When your units have cleared from the call, you can press “AM Clear” button if dispatch has not already cleared you from the event. This frees up your MDT for another call.
- 4.2 Once the event is concluded and there is no reason to retain the information for follow up, the event should be deleted from the event listings display by right clicking on the area and selecting “Delete All”. Repeat the procedure for the comments column. This reduces the chance of concluded events and comments being mistakenly associated with any following events.

