

APPROVED: Signature On File In EMS Office
Executive Director

Signature On File in EMS Office
Medical Director

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CANCELLATION OR REDUCTION OF EMS SYSTEM RESPONSE

I. AUTHORITY

Division 2.5, California Health and Safety Code, Section 1797.220.

II. DEFINITIONS

- A. “EMS System Response” means the response by fire department first responders or ambulances to a request via 9-1-1.
- B. “Skilled Nursing Facilities” includes nursing homes, convalescent hospitals, rehabilitation centers, and rest homes where licensed personnel are present.
- C. “EMS Personnel” means first responders, ambulance personnel, or dispatchers at Primary and Secondary Public Safety Answering Points.
- D. “Medical Personnel” means physicians, RNs, and any other medically trained personnel not part of the EMS System response.
- E. “First Responder” means a person who is trained to provide care and treatment to the sick and injured while part of the organized emergency medical services system.

III. PURPOSE

The purpose of this policy is to establish criteria and procedures to guide EMS Personnel for cancellation or reduction of an EMS System Response. This policy addresses this issue in the following categories:

- A. Requests from Skilled Nursing Facilities.
- B. Requests from Medical Personnel and the public.
- C. Requests from On-scene EMS Personnel.

IV. POLICY

An EMS System Response may be canceled by the requesting party who initiated the 911 call, by on-scene EMS Personnel, or any on-scene public safety agency.

V. PROCEDURE

A. Cancellation from Skilled Nursing Facilities

1. The requesting party at the Skilled Nursing Facility may cancel an EMS system response by:
 - a. re-contacting 9-1-1
 - b. asking on-scene first responders to cancel the EMS System Response
 - c. asking the on-scene ambulance to cancel the EMS System Response
2. Occasionally, residents of Skilled Nursing Facilities activate the EMS system without the knowledge of facility staff. Calls originated by a resident at a Skilled Nursing Facility and subsequently cancelled shall be reported to the EMS Agency by the Emergency Medical Dispatch Center within 72 hours.
3. The EMS Agency shall advise the office of the County Ombudsman (or appropriate County patient advocate) and the administrator of the Skilled Nursing Facility where the call took place within 72 hours of receiving notification.

B. Cancellation by Medical Personnel or members of the public

1. Medical Personnel or members of the public that request an EMS System Response may cancel said response by:
 - a. re-contacting 9-1-1
 - b. asking on-scene first responders to cancel the EMS System Response
 - c. asking the on-scene ambulance to cancel the EMS System Response

C. Cancellation of the EMS System Response by on-scene EMS Personnel

1. On-scene EMS Personnel may cancel an EMS System Response when:

- a. requested by the original requesting party, or upon determination that the incident does not involve an injury or illness.
 - b. the criteria set forth in Policy # 570.20 (Determination of Death in the Prehospital Setting) or Policy # 570.21 (Do Not Resuscitate Orders) for EMS System Response cancellation are met.
- D. An EMS System Response may be reduced from Code 3 to Code 2:
- 1. When on-scene EMS Personnel determine that the illness and injury is not immediately life threatening or that the difference between Code 3 and Code 2 response times would not likely have an impact on patient outcome.
 - 2. Upon determination that the requesting party is at an acute care facility.
 - 3. Per EMD (Emergency Medical Dispatch)