

STOCKTON POLICE DEPARTMENT

GENERAL ORDER

EMERGENCY/MEDICAL REQUEST
SUBJECT

DATE: December 2, 2019

NO: M-05

FROM: CHIEF ERIC JONES

TO: ALL PERSONNEL

INDEX: Ambulance Request
Paramedic Request
Emergency Medical Request

I. POLICY

American Medical Response will dispatch ambulances and paramedics in accordance with City ordinances and State law.

II. LAW

Title 12, California Administration Code requires all ambulances be dispatched by a central communications agency to any traffic emergency.

(Stockton City Ordinance 10-200 through 10-206).

III. PROCEDURE

A. Auto Accident

1. When report of an injury accident is received via 9-1-1, the Telecommunications Center will obtain all of the pertinent information and relay it to American Medical Response via the direct telephone line.
2. When report of an injury accident is received on a direct-dial line, Telecommunications Center will enter a call-for-service (901A), and relay this information to American Medical Response via the direct telephone line.
3. The first officer on scene will determine the extent and number of injured persons and notify Telecommunications Center to continue, cancel or increase the medical response.
 - a. If advised paramedics or ambulance are on scene, officers will not continue Code 3.
4. When report of an accident is received and injuries are unknown (901B), a police unit will be dispatched Code 3 to check for injuries. No emergency medical aid will be requested until the officer advises Telecommunications Center.
 - a. The first officer to arrive on scene will determine the extent and number of injured and advise Telecommunications Center.
 - b. If Telecommunications Center receives subsequent information the accident does not involve injuries, they will advise the responding unit and reclassify the call according to General Order T-1.

5. If the accident is outside the City limits of Stockton, the California Highway Patrol (CHP) will be notified. CHP will initiate any medical requests.

B. Officer Requests for Medical Assistance

1. When an officer is dispatched to a call where the officer knows an ambulance or paramedic is enroute, the officer shall verify the need for medical attention and advise Telecommunications Center.
2. When an officer encounters a citizen who is requesting an ambulance, the officer will advise Telecommunications Center, and include nature of the illness and/or injury.
 - a. If the requestor is asking for a specific ambulance company, the officer shall inform them they must make the call direct to the private ambulance company. If the request is for emergency transportation, the officer should inform the citizen an ambulance will be dispatched by American Medical Response.
3. When an officer encounters a situation where he/she feels emergency medical attention is needed, he/she shall advise Telecommunications center and provide details of the emergency and any special circumstances known.
 - a. All requests for paramedics and ambulances require a description of the main complaint or injury. American Medical Response will evaluate the information and determine the appropriate response Code.

C. Medical Personnel are On Scene

When medical personnel are on scene, i.e., private paramedics, private EMTs, City paramedics, nurses or doctors, the medical personnel shall determine the treatment of the injured party. Police officers may remain with the injured parties to obtain statements or preserve evidence.

D. Telecommunications Center Procedures

Telecommunications Center personnel shall relay dispatch information on all fire, ambulance, and emergency medical calls-for-service via the direct ring-down line. A notation of "Fire Advised and American Medical Response (AMR) advised" shall be supplemented to the police incident.