

Iowa County, Iowa
Policy Manual

Title: Communications	Reference #: AMB 1002
Section: Departmental	Date Effective/Revised: 1/24/20
Department (s): Ambulance	Approved By: Board of Supervisors

Policy

Ambulances stationed in Marengo and Williamsburg will respond to calls in Iowa County. Iowa County will respond to calls if available when requested in adjoining counties per contingency agreements with neighboring ambulance service.

Ambulance Designated Numbers

- Adam 16 Ambulance
- Adam 17 Ambulance
- Adam 18 Ambulance
- Adam 19 Ambulance
- EMS 2 EMS Explorer

PROCEDURE:

Service Area

- Iowa County will be divided in half by interstate 80.
- The Marengo unit will respond to all calls north of interstate 80.
- The Williamsburg unit will respond to calls on Interstate 80 and South, as well as calls in the immediate area of Conroy north of the Interstate. (see response map)
- When one unit is out the other unit will cover the entire county.
- When both units are out the dispatcher will page for off duty personnel to staff a backup unit following the policy "AMB 1015, Staffing Backup Unit".
- If unable to staff a backup unit or all units are busy, the closest QRS team will be dispatched along with an ambulance from the closest neighboring service to take the call.
- If an extreme emergency the dispatcher may also request an air ambulance to respond direct to the scene.

Dispatching:

- Each EMT/Paramedic will have a pager and radio available when on duty.
- Each EMT/Paramedic will advise the dispatcher that they are 10-41 (on duty) at the beginning of each shift.
- Pager Assignments
 - Marengo: A-16
 - Williamsburg: A-17
 - Third Unit: A-19
 - Fourth Unit: A-18
- The dispatcher will send a page out through the paging system and assign an event channel for the radio system.
- The EMT/Paramedic will acknowledge the page through the radio system on the assigned event channel.
- If the dispatcher is unable to make contact with a crew to advise them of a call, the dispatcher should send the other unit and continue to attempt to make contact with the first crew. Ambulance should be sent "Emergency" "Immediate" or "Routine". Please DO NOT use Code 1, Code 2 or Code 3.

Standby

- Iowa County Ambulance Service staff is "ON STANDBY" 24 hours a day, if a request for "Standby" is received, the crew should respond to the scene "NON EMERGENCY" until otherwise notified.

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Delaying Non-Emergency Transfers

Our primary service is answering 911 calls for service and providing emergency transfers. For this reason it is important that we keep an ambulance available as much as possible for 911 calls and emergency transfers. A Non-Emergency Transfer is defined as any transfer from a hospital or nursing facility that could be delayed for more than 30 minutes.

If an ambulance is paged for a non-emergency transfer.

1. The ambulance crew should check to make sure the other ambulance is not out of county or going out of county.
2. If the other ambulance is not out of county or going out of county, then the ambulance paged should proceed to respond to the non-emergency transfer.
3. If the other ambulance is out of county or going out of county then the ambulance paged should delay responding using the following procedure.
 - a. Notify the transferring facility and dispatch of the delay.
 - b. Remain available for 911 calls and emergency transfers.
 - c. If dispatch can get a Backup unit staffed then proceed to the non-emergency transfer.
 - d. If a Backup unit cannot be staffed then the ambulance should proceed to a staging point near the transferring facility, but within the county (i.e. Ambulance or QRS Station).
 - e. Once the other ambulance is back in the county or close enough to respond to the county then proceed with the non-emergency transfer.

Mutual Aid

- If another ambulance calls for mutual aid the dispatcher should find out the problem. (If it is a break down or if they need paramedic assistance.)
- The closest ambulance should be sent to assist.

NEIGHBORING AMBULANCE SERVICES

On occasion dispatch will be notified that a neighboring ambulance service (i.e. Wellman or Belle Plaine) has been dispatched to a call in Iowa County. Iowa County should advise that they will also have an ambulance enroute until the neighboring service has arrived at the scene with appropriate staff to care for the patient, at which time the Iowa County unit may be cancelled.

If a call is received by Iowa County and the location is very near to a neighboring ambulance territory, an Iowa County Ambulance should be dispatched as usual. The dispatcher or ICAS staff may request that the neighboring service also be dispatched. If the outside service arrives at the scene with appropriate staff to care for the patient they may cancel the Iowa County unit.