

Iowa County, Iowa
Policy Manual

Title: Staffing Backup Ambulance	Reference #: AMB 1015
Section: Departmental	Date Effective/Revised: 7/1/21
Department (s): Ambulance	Approved By: Board of Supervisors

Policy

This policy is for staffing of a backup ambulance when the two primary ambulances are on calls or unavailable.

Procedure

1. When both Marengo and Williamsburg ambulances are busy the dispatcher should attempt to staff a backup ambulance by paging for A-19 and request that anyone available to staff a third unit to call the Sheriff's Office.
 - a. The dispatcher will page once, if no response after 2 minutes, page a second time.
 - b. At any time a call is received and we do not have an IA. CO. ambulance available, dispatch the closest neighboring ambulance.
2. It is a priority to have at least one paramedic on the third unit, but it is not required.
3. If a fourth unit is needed dispatch should send out a page for "A-18" and request that anyone available to staff a fourth unit to call the Sheriff's Office.
4. Since the availability of staff for a fourth unit is limited, dispatch is not required to staff a fourth unit but may attempt at their own discretion.
5. If the Director is available he/she may also use the Iowa County RAVE system to notify staff that a backup unit needs to be staffed.
6. The third or fourth unit should not be used for non-emergency transfers unless another unit is available to cover for emergencies.
 - a. Dispatch will page backup crew as normal.
 - b. If the backup crew thinks the call might be non-emergent, they should call the healthcare facility and determine the true nature of the call. For the purpose of this policy non-emergent would be any condition that would not cause further physical disability to the patient if delayed up to one hour.
 - c. If the backup crew determines the call to be non-emergent, then they should notify the healthcare facility of the delay. Dispatch should be notified that we are delaying the call.
 - i. The backup unit can respond to the call as soon as another unit is available for emergencies, or
 - ii. The backup unit can request one of the primary units to take the call.
 - d. If any personnel do not feel comfortable making the decision to delay than they should call the Director or next in charge to make the decision.
 - e. Occasionally there will be special circumstances, even though the transfer may be non-emergent it may require immediate transport. Consult the director or next in charge as necessary. Our goal is to try to keep an ambulance available for emergencies as much as possible and practical.
 - f. If a transfer is going to be delayed more than one hour, the Director or next in charge should be notified and may direct the third unit to go ahead to take the non-emergent transfer.
 - g. Exception: Non-emergency transfers from/to Rose Haven to/from CMH do not have to be delayed unless they are going to tie up an ambulance for more than 10 minutes.

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***Third unit pagers may also be used to request assistance at a scene, especially in areas where we have no QRS such as Marengo.**

Paging off duty staff for a Disaster/MCI

In the event off duty staff is needed for a Disaster/MCI:

The Iowa County RAVE System may be a more effective means to reaching all staff because the paging system is limited in coverage to Iowa County and limited to the staff that have A-19 and A-18 pages selected and their pager with them. The WENS system will send a text message to their cell phones.