


<p>Billerica Police Department</p> 	<p>POLICY NUMBER PDS-01</p>	<p>PAGES 3</p>	<p>EFFECTIVE 11/6/23</p>
	<p>Accreditation Standards: None</p> <p>General Orders:</p>		
<p>Priority Dispatch System Use</p>			

Policy

Call processing and dispatch for emergency medical calls shall be provided in a standardized manner following approved Priority Dispatch System™ (PDS™) protocols for caller interrogation, assignment of Determinant Codes, and provision of Post-Dispatch and Pre-Arrival Instructions.

Purpose

To provide all PSTs with approved procedures and practices for safe and effective emergency calltaking and dispatch. Those procedures and practices include interrogating the caller, assigning an accurate Determinant Code, providing instruction, and communicating necessary information to field responder personnel.

Procedure

I. Priority Dispatch System (PDS) Protocols

1. The PDS protocols shall be used on all incoming Emergency Medical Dispatch (EMD) calls where assistance is requested unless specifically stated otherwise.
2. A software program containing PDS protocols for emergency calltaking (ProQA®) shall be loaded at each calltaking position for International Academies of Emergency Dispatch® (IAED™) certified PSTs.
 - i. Each calltaking position should be readily transitioned to stand-alone mode (ProQA functioning without connection to CAD when system failure occurs so that incoming calls continue to be processed through ProQA.
 - ii. Protocol cardsets or Pilot Guides for each discipline should be available for calltakers' reference and educational purposes. Cardsets and Pilot Guides are approved alternatives for call processing in the event of computer system failure.
 - iii. Refer to (the Agency's) **Emergency Rule** Policy for additional adjustment to the calltaking process.
3. The protocols provide standardized interrogation questions, PDS Determinant Codes, Post-Dispatch Instructions, and Pre-Arrival Instructions.

4. The PDS protocols have been approved by (Response Agency Department Heads) or their designees, and the Director of the Agency Communication Center.

II. Interrogation

1. All attempts to obtain Case Entry and Key Question information from the caller will be made by utilizing good communication techniques and verbalizing the questions exactly as written in the protocol.
2. If the scripted protocol question is not understood or the caller does not initially provide an answer, the PST may rephrase the question per PDS Performance Standards.
3. Questions may be omitted if one of the following conditions is met:
 - i. The caller is in immediate danger and continuing interrogation would jeopardize the safety of the caller.
 - ii. The answer is obvious.
 - iii. The answer has already been spontaneously provided by the caller.
 - iv. A Pre-Question Qualifier (PQQ) rules out the question.
 - v. The PST is shunted to another protocol.
4. PSTs may adjust the script to address first-party callers (e.g., “How old are you?” vs. “How old is he/she?” as described in the PDS Performance Standards).
5. For languages that the PST does not speak fluently, the PST will follow the process outlined in the policy “Language Translation.”

III. Determinant Codes and Responses

1. The PDS protocols will be used to select the most appropriate Determinant Code based on all information from Case Entry and Key Question interrogation.
2. The calltaker must pause long enough to ensure the recommended PDS Determinant Code is correct.
3. The PST will enter the applicable PDS Determinant Code in the designated field of the CAD call entry screen (when not automatically occurring through the CAD interface).
4. Response configurations and modes will be predetermined as outlined in the policy “Local ED Response Assignment Plan.”

IV. Relay of Information to Responding Units

1. The following shall be regarded as the minimum information to be passed to all responding personnel:

- i. The location of the incident
 - ii. The Chief Complaint
 - iii. Safety issues
 - iv. The age, status of consciousness, and the status of breathing (MPDS® users)
2. Any critical incident information that the calltaker receives after responders have been dispatched will be passed to responding units. This includes any responder safety information and significant changes in scene circumstances or patient condition.

v. Post-Dispatch Instructions (PDIs)

1. The PST giving PDIs will follow the protocol, giving instructions when appropriate on each individual call and avoiding freelance information.
2. The PST may enhance Post-Dispatch Instructions with a situational or conditional statement so long as the meaning or intent of the instruction is kept intact.
3. PDIs shall be provided to the caller whenever possible and appropriate to do so as described in the PDS Performance Standards.

vi. Pre-Arrival Instructions (PAIs)

1. PAIs shall be provided directly from the scripted text listed on each applicable PAI Panel in the protocols.
2. The PST providing PAIs will follow the script as written, avoiding freelance information, unless it enhances and does not replace the written protocol scripts.
3. PAIs shall be provided to the caller whenever possible and appropriate to do so as described in the PDS Performance Standards.