



Bureau of Emergency Communications Policy & Procedure

City of Portland, Oregon

5.000 Call Taking Duties & Confidential Information

This policy describes the general responsibilities of call takers and how to process confidential information.

I) Call Takers Will:

- A) Exercise discretion prior to leaving a call taking position and consider required staffing levels.
- B) Ensure their position is adequately stocked with needed supplies and resources (call guides, protocols, map books, pen/pencils, paper, manual mode supplies, position book, etc.). If supplies are needed, the call taker will notify a supervisor.
- C) Obtain and enter accurate and concise information for all calls.
- D) Respond to questions from Dispatchers regarding calls using the AQ Special Service as soon as possible
- E) Not give out information or discuss user agency policies in detail that are readily available through other sources.
 - 1) MCSO and GPD – refer callers to:
 - (a) Each agency's desk during normal business hours.
 - (b) There is no after-hours referral.
 - 2) PPB – refer callers to:
 - (a) The Chief's Office at 503-823-0000
 - (b) The email link on PPB homepage/Contact Us tab.
 - (c) City/County Information and Referral (I&R) at 503-823-4000 for PPB online reporting questions, or situations that PPB does not respond to.
- F) Not give personal advice.

II) Criminal Justice Information & Dissemination

- A) Information is made available through the Criminal Justice Information Systems (CJIS). This system includes LEDS, NCIC, motor vehicle departments, Oregon State Police, local law enforcement records systems, and similar databases. Information from these sources may not be released except for law enforcement and/or criminal justice purposes only.
- B) Inquiries for non-criminal justice purposes are not authorized.
 - 1) If there is a reasonable expectation that a caller/subject/suspect is listed in LEDS as a person of interest, has a restraining order, or is a missing person, runaway, corrections client, wanted subject, etc., the name and DOB will be checked.
 - (a) Inquiries that return clear will be noted in remarks.



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- (b) Inquiries that return relevant information related to the subject will be attached to the call.
 - (1) Attaching a return to the call does not notify the dispatcher of the person's status.
 - (c) The processing of the call will not be unnecessarily delayed while waiting for this information.
 - (d) If the exact name or DOB is not known, a reasonable effort will be taken to check the subject for LEDS entry or in other local databases as appropriate using the known information (name, approximate DOB, etc.).
- C) Each employee with access to LEDS and CAD must observe any restrictions placed on the use or dissemination of information by its source.
 - 1) Refer to LEDS manual, Section 1.2.7 257-015-0060 information Access and Dissemination, for additional information.
 - 2) Each BOEC employee is required to sign the Information Access Agreement.
 - (a) Refer to [SOP 3.051 Internal Communication](#) and [SOP 3.056 External Communications](#).
 - 3) Employees will not:
 - (a) Release confidential/restricted information to non-criminal justice professionals.
 - (b) Share information received in the course of their work to anyone without a need to have said information.
 - (c) Forward LEDS information to COMM or any unauthorized personnel unless a specific work-related need exists.
 - (d) Use the CJIS for personal use.
- D) Also refer to [SOP – 4.002 Confidential/Sensitive Information](#)

III) Confidential/Sensitive EMS Information & Dissemination

- A) Confidential information and/or sensitive medical information, such as HIV/AIDS, tuberculosis, COVID-19, or other serious communicable disease, provided about a patient or another individual on scene will be entered in CAD remarks and relayed to responders.
- B) Calls from community members requesting transport-location information for family members may be given only the hospital name. **Do not** release the patient name or condition.



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- C) Calls from community members requesting transport information for non-family members **will not** be given any information. They will be advised to contact area hospitals to inquire about a specific patient.
- D) Physicians or health care providers requesting transport information will be referred to AMR.
- E) Also refer to [SOP – 4.002 Confidential/Sensitive Information](#)

Related SOPs:

[5.000 Call Taking Duties & Confidential Information](#)

[5.001 Phone Line Priority & Assignment](#)

[5.001.1 9-1-1 Call Answering](#)

[5.001.2 Emergency 10-Digit Answering](#)

[5.001.3 Non-Emergency Call Answering](#)

[5.002 Call Type & Chief Complaint Protocol Selection](#)

[5.003 Key Questions, Priorities & Call Entry](#)

[5.004 Call Updates/Cancellation/Disconnection](#)

[5.005 Obvious & Expected Death Calls](#)

[5.006 Incomplete Calls](#)

[5.007 CAD & ProQA Fast Tracks](#)

[5.008 Protocol 37, AMR Turnovers](#)

[5.011 Language Service](#)

[5.012 Poison Control & MPDS Protocol 23 Overdose/Poisoning](#)

[5.013 Overriding ProQA Software Coding Results](#)

[5.016 Sign Language](#)

[5.021 Text to 911](#)

[5.026 Long Distance Calls](#)

[5.031 TTY Calls](#)

[5.041 Unverified Medical GPS Alerts](#)