



Arkansas Department of Health

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Governor Mike Beebe

Paul K. Halverson, DrPH, FACHE, Director and State Health Officer

MEMORANDUM

TO: All Arkansas Licensed Ambulance Services

FROM: David Taylor, Section Chief
Section of EMS & Trauma Systems

DATE: February 17, 2009

RE: Ambulance Request/Deployment Call Procedures

The Section of Emergency Medical Services and Trauma Systems (Section) hopes the enclosed information will assist your ambulance service to request additional ambulance resources in time of a Mass Casualty Incident (MCI). Please refer to the current Rules & Regulations for MCIs at http://www.healthylarkansas.com/ems/pdf/mci_regs.pdf. The current MCI Rules and Regulations define a MCI as:

An incident in which many people are suddenly injured or become ill which results in the region's available resources to become overwhelmed; which require two or more additional ambulance services to respond to the same event; and/or assistance from the Department of Health is needed to help coordinate medical resources for the sick and injured.

When an MCI occurs that overwhelms local resources (ambulance service) and requires mutual aid, the Section hopes the attached documents will assist you in obtaining additional ambulance resources. The Section wants to stress that an ambulance service should start the mutual aid process as soon as possible and contact their Local Emergency Manager Coordinator with the Arkansas Department of Emergency Management to request additional ambulance resources. This process should only be initialized if an **affected/requesting** ambulance service requires additional resources as outlined in the current MCI definition listed above. The Section recommends that this process be incorporated into your service's emergency operation plan. If you have any questions or need assistance, you can contact me at 501-661-2262.

The following information should be relayed by the **requesting** ambulance service to ADEM and the ECC- Department of Health, Section of EMS & Trauma Systems:

- Who was notified prior to state contact
- Brief description of incident
- Estimated resources needed
- Identify if on-scene assistance is needed
- Identify In-charge member
- Staging and incident location
- Radio frequency in use for initial contact

The **requesting** ambulance service should implement their local emergency management plan and use the following frequencies (if they are different from your own frequencies) to communicate with the mutual aid resources responding:

- Enroute to scene: 155.235 MHz.
- At scene: 155.280 MHz.
- Departing scene: 155.340 MHz. (to contact receiving medical facility)

The **responding** licensed ambulance service responsibility when responding to a mutual aid request is:

- Follow your service ALS or BLS protocols when requested to respond to an incident
- Respond to Department of Health, Section of EMS & Trauma Systems request for assistance as long as the primary coverage area served is covered.
- Utilize the appropriate radio frequencies listed above.
- Maintain transportation records of all patients transported

The attached flow chart “Ambulance Request/Deployment Call Procedure” will be utilized by the **requesting** ambulance service and “Official Ambulance Request for Ambulance Deployment” will be utilized by the ECC. If you have any questions or need assistance, please feel free to contact me at 501-661-2262.

Ambulance Request/Deployment Call Procedure

Ambulance Service/Initial Caller will contact adjacent ambulance services for mutual aid
(up to two)

Contact



Ambulance Service/Initial Caller will contact local Emergency Manager Coordinator (EMC) to request resources. Phone number () _____ - _____. (Place your Coordinator's # here)

Contact (If requesting ambulance service unable to contact Local EMC they should contact ADEM direct)



Local Emergency Manager Coordinator **or** Requesting Ambulance Service/Initial Caller will contact Arkansas Department of Emergency Management (ADEM) to request resources.

Contact (501)-683-6705



ADEM will obtain name of caller, phone number and route call to the Emergency Communication Center, (ECC) Department of Health

Contact (501) 661-2136



ECC, Department of Health will complete "Official Request for Ambulance Deployment" form.

Contact (501)-661-2136



Section of EMS & Trauma Systems' personnel will deploy ambulances

Official Request for Ambulance Deployment (ECC use only)

Please obtain following information from caller:

Date of call: _____ Time of initial call: _____

Ambulance Service/Emergency Manager requesting assistance: _____
County: _____ City: _____

Name of Caller: _____

Contact Information:

Office/Business Phone Number: ()- _____ - _____

Other Contact Number(s): ()- _____ - _____

Email Address: _____

Identify on-scene/in-charge member (commander for ambulance resources)

Name: _____ Phone Number: ()- _____ - _____

Radio frequency to contact on-scene EMS commander: _____

Radio call sign for EMS commander: _____

Incident Location: (county, city, street, or landmark if no address available):

Staging area for ambulances: _____

Physical address: _____

City: _____

Landmark if no address available: _____

EMS communication frequencies utilized:

Ambulances enroute: 155.235 MHz yes ___ no ___ other: _____

Ambulances at scene: 155.280 MHz yes ___ no ___ other: _____

Patient reports to hospital 155.340 MHz. yes ___ no ___ other: _____

Number of Ambulances Needed:

Ground:

Basic Life Support: _____

Advanced Life Support (Paramedic): _____

Air:

Fixed Wing: _____

Helicopter: _____

Who was notified prior to state contact (ambulance services & number of ambulances)?

Are there any road closings or alternate routes responding ambulances should utilize?

Who (EMS Agency) has already responded to the scene?

Brief description of incident:
