

Oswego County Emergency Medical Services

Operations Agreement

Revision 5
Effective 6 April 2011

1. Purpose

To establish a non-binding agreement between services that provides Emergency Medical Service (EMS) in Oswego County (County). This document represents a reciprocal assistance agreement in which personnel and equipment will assist other EMS agencies in the delivery of emergency medical care within the County.

2. Participation

Any agency may participate in this Operations Agreement by approving the contents via signing the Endorsement section, or approving via e-mail.

An agency that wishes to withdraw from participation in this agreement may do so by stating its intention in writing, signed by an authorized representative of that agency, and forwarding the statement of intent to the Chairperson, Oswego County EMS Advisory Council, 200 North Second St, Fulton, NY 13069. Such a request should be submitted at least 30 days prior to the desired date of withdrawal.

3. Terms

Signatories of this agreement agree to the following provisions:

A. Transporting EMS agencies should:

1. Keep the 911 Center continuously informed of their status, including:
 - Number of ambulances in service
 - Staffing level (ALS or BLS) of each ambulance

Exceptions: Menter and Brewerton Ambulance (they maintain a 24/7 dispatch center). These agencies are considered in service unless they inform E911 otherwise.

2. Respond to EMS calls within their service area as designated in the applicable New York State EMS Operating Certificate, and in accordance with the response guidance below.
3. Adhere to the following response practices:
 - a. Upon receipt of an EMS call within its service area, or in response to requested assistance to another EMS service area, the agency should immediately dispatch the requested EMS resources, if available.

- b. Ambulances shall staff responding ambulances as follows:
 - Priority Alpha or Bravo: minimum EMT-Basic
 - Priority Charlie, Delta or Echo: minimum EMT-Critical Care
- c. If an ambulance is staffed with an EMT-Basic and the call is a Priority Charlie, Delta or Echo, the ambulance crew should verify with the Oswego County E911 Center (911 Center) that an ALS-staffed ambulance has been dispatched.

B. E911 Center personnel should

1. Prioritize all requests for EMS using the Medical Priority Dispatch System.
2. Maintain the status of EMS agencies
 - An agency is considered in service only if it reports it has a staffed ambulance available AND has reported that status to the 911 Center.
 - “No Report” statuses should be followed up via action described in step 3.B.6.
3. Announce on the EMS dispatch radio channel,
 - Any transporting EMS agency that has not reported their status each day at 0800 and 2000.
4. Dispatch ambulances to requests for EMS as follows
 - Priority Alpha and Bravo
 - Closest available BLS or ALS ambulance
 - If the Primary EMS Agency is out of service
 - Dispatch that EMS agency
 - If that EMS agency does not respond within 5 minutes, dispatch the closest available BLS or ALS ambulance
 - Priority Charlie, Delta and Echo
 - Dispatch the Primary EMS Agency BLS ambulance, if available, AND the closest available ALS Ambulance
 - If the Primary EMS Agency is out of service
 - Perform a notification for that agency, AND
 - Immediately dispatch the closest available ALS ambulance (do NOT wait 5 minutes)
5. Cancellation of a responding EMS transporting unit can only be performed as follows:
 - If no illness or injury exists, the ambulance may be cancelled by non-EMS personnel (that is, a person not certified as an EMT-Basic or higher).
 - If ANY illness or injury exists, the patient shall be evaluated by a Basic EMT or higher in accordance with New York State and Central New York EMS policies.

6. Agency out of service notification

If two or more contiguous agencies are out of service, then the 911 Center should activate the Director of Operations tones for BOTH services AND the EMS Coordinator, AND state that those agencies are out of service.

7. EMS Resource Shortfalls

In addition to step 3.B.6, the 911 Center may perform the following steps to address an agency out of service

- No additional action (for example, if the EMS agency is expected to return to service in a short time)
- For all townships EXCEPT Hastings, West Monroe and Constantia: Request Menter Ambulance standby the out of service agency's territory.
- Contact the County EMS Coordinator for guidance.

4. Endorsement

The following agencies have agreed to abide by the terms of this agreement:

Agency	Signatory (print)	Signatory (sign)	Date
County Medical Director			
911 Center			
McFee			
NOCA			
North Shore			
Novelis			
Oswego County Ambulance Service, Inc.			
Oswego Fire Dept			
SAVAC			
SOVAC			

5. Revision summary

- Complete re-write

Appendix A: Medical Priority Dispatch System

The Medical Priority Dispatch System used by Oswego County requires that requests for EMS response that involve the following complaints are prioritized as at least a Charlie, requiring the dispatch of an ALS ambulance:

- Allergic reactions
- Serious bleeding
- Cardiac Arrest
- Chest pain and/or cardiac symptomatology
- Cerebro-Vascular Accidents (CVA)
- Diabetic Emergencies
- Drowning or near drowning
- Electric shock
- Heat stroke and/or exhaustion
- Hypothermia
- Overdose or Poisoning
- Respiratory distress or arrest
- Seizures
- Serious Trauma: Potential or identified airway or respiratory complications require Paramedic dispatch.
- Serious Burns: Potential or identified airway or respiratory complications require Paramedic dispatch
- Unconscious
- Syncope
- Impending Delivery. Obstetrical complications require Paramedic dispatch
- Abdominal pain
- Dispatch discretion
- Unresolved airway obstruction requires Paramedic dispatch

Appendix B: Definitions

Out of Service

An agency has not reported their status to the 911 Center OR and agency does not have an available staffed ambulance.

May

Permission has been granted to perform this action, but performing the action is at the discretion of the agency.

Shall

The action is to be performed without exception.

Should

The action is to be performed unless there are circumstances that justify not doing so.

Primary EMS Agency

The ambulance agency that holds a NYS operating certificate for the geographic area within which the request for EMS services has been requested, and also is the first ambulance dispatched by E911 to such requests.