

**PHOENIX REGIONAL  
STANDARD OPERATING PROCEDURES**

**EMS DISPATCH PROCEDURES**

M.P. 205.02

10/97-R

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The Phoenix Fire Department E.M.S. Dispatch Policy continues to revolve around an adequate, early and pessimistic response of the closest units required to handle a particular medical emergency.

The following medical emergencies will receive a dispatch of the closest fire suppression unit backed up by a paramedic unit. When a four-person paramedic unit is the closest unit, the dispatch of an additional company will be determined by the judgment/experience of the dispatch personnel.

1. Cardiac or respiratory arrest.
2. Near drowning.
3. Chest pain.
4. Difficulty in breathing.
5. Symptomatic high or low blood pressure.
6. Second or third degree burns covering major portions of the body, especially the head and face.  
ALL ELECTRICAL BURNS.
7. Serious blunt or any penetrating injuries.
8. Diabetic emergency:
  - a. Insulin shock
  - b. Diabetic coma
9. Overdose or accidental poisoning.
10. Patients with altered levels of consciousness.
11. Cerebral vascular accident (stroke).
12. Imminent or post childbirth, including miscarriages or complications relating to the pregnancy or labor.
13. Shootings.
14. Stabbings.
15. Cuttings/lacerations with significant blood loss.
16. Repeated or extended seizing, first time seizure, febrile seizure.
17. Any severe orthopedic emergency (spinal injuries, pelvic fractures, multiple fractures, etc.).
18. Excessive body temperatures with convulsions or deliriums including heat related disorders (exhaustion or heat stroke).
19. Serious internal medical emergencies, such as:
  - a. Vomiting blood
  - b. Hemorrhaging
20. Possible recent death.
21. Cancer patients (terminal) in distress.
22. Auto accident described as:
  - a. Car/pedestrian
  - b. Car/bicycle
  - c. Motorcycle and/or car/motorcycle
  - d. Serious in nature (car rolled over, person trapped, etc.)

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23. Any child under 18 months exhibiting any of the above and/or:
- a. Dehydration
  - b. Hypothermia/hyperthermia
  - c. Poor muscle tone
  - d. Failure to feed
22. Any other medical emergency that judgment suggests, based on available information, evaluation by a paramedic is necessary.

All medical emergencies not defined above will receive a dispatch of the nearest fire suppression unit only, to access and treat the patient as well as determine the need for an ALS unit, Rescue or both.