



CENTRAL ZONE OPERATIONS

ALPINE - BARONA - EL CAJON - LAKESIDE - LA MESA - LEMON GROVE
SAN MIGUEL - SANTEE - SYCUAN - VIEJAS
BONITA - HEARTLAND DISPATCH

D-8 COMMUNICATIONS WITH PRIVATE AMBULANCE PROVIDERS

PURPOSE

To provide a procedure for communications between Central Zone Fire Agencies and Private Ambulance units.

BACKGROUND

Many Central Zone Fire Stations provide living quarters and facilities to private ambulance companies under various contracts. While many private ambulances have RCS radios, challenges can arise when providers that do not routinely operate on RCS radios or do not have RCS radio capabilities are requested to respond to incidents within the Central Zone.

PROCEDURE

Once the private ambulance is en route to an assigned response within the Central Zone, they will switch to the appropriate command channel for further incident communication including response updates and requests for additional equipment or resources.

Incident updates will be documented in the incident comments by Heartland Communications. Immediate notifications will occur via telephone regarding any delay of response causing the resource to be late or a need for reassignment.

Private Ambulances that are dispatched by other communications centers will be provided with the proper command and tactical channels upon dispatch. This information will be transferred between HCFA and other dispatch centers via RCIP or telephone. These units shall advise HCFA on the assigned command channel when going en route, arriving at scene, transporting, going available, etc. All communications between units already at scene and responding private ambulances shall be on the assigned command and/or tactical channel as appropriate. This procedure applies in and out of zone and the communications plan will be determined by the agency with jurisdictional responsibility for the incident.

Once in “at hospital” status, the private ambulance unit will switch back to their agency’s normal communication channels.

While assigned to an incident, “cover now” incidents declared via radio will be handled via Heartland Communications. An immediate telephone call will be made to the private ambulance communications center.



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If the private ambulance declares a “cover now” situation via their mobile device the private ambulance communications center shall notify Heartland Communications immediately.

Some BLS Ambulances that cover Zone 2 areas during resource drawdown do not have RCS capabilities. When these ambulances are used for normal cover during drawdown, a supervisor from the Zone 2 contract holder will augment staffing on the ambulance, and maintain communications with Central Zone units and HCFA via portable radio with RCS capabilities.

When requests are made for BLS ambulances not dispatched by HCFA, every effort should be made to utilize the rotational list of providers with RCS capabilities.

Occasionally during periods of drawdown or Mass Casualty type incidents, ambulances without RCS capabilities will be assigned. The following communication methods should be used in these instances:

MCI: IC shall establish Ambulance Staging. HCFA will communicate with private ambulance dispatch and route all incoming ambulances to staging. Upon arrival, the staging officer will track the unit number, and facilitate communications with HCFA and the IC of the incident to track status and assign the ambulances.

Drawdown: HCFA will communicate with the Private Ambulance Dispatch and the Central Zone units, relaying info such as reporting location, eta’s, unit status, etc.