

**TO:** All Kern County Emergency Medical Dispatch Centers March 18, 2015

**FROM:** Ed Hill *Jana Richardson*  
EMS Director *for*

**SUBJECT: 9-1-1 Response to Hospitals**

Occasionally, a request will be received for an emergency ambulance response to a hospital without the hospital being aware of the incident. Examples include 9-1-1 calls from emergency department waiting rooms or calls from the hospital parking lot. This Directive does not supersede or in any way alleviate local hospital responsibilities from EMTALA obligations.

The following steps shall be followed for 9-1-1 calls received from callers in or around a hospital:

- If the hospital **does not** have an emergency department, dispatch resources as though the incident was a pre-hospital response and notify the hospital.
- If the hospital has an emergency department, and a request for service originates from within the hospital, the EMD center shall provide EMD services to the caller, respond an ambulance code 2 and notify the hospital emergency department as soon as possible. The dispatcher may cancel the ambulance when requested by the hospital staff.
- 9-1-1 request from outside of the hospital; if the caller is outside of the hospital, the request shall be treated as a prehospital response. The EMD center shall make an attempt to notify the emergency department of the request for service. The response shall not be cancelled unless it is cancelled by hospital personnel on scene and in direct contact with the patient or appropriate public safety personnel in accordance with *Emergency Medical Services Dispatch Policies and Procedures*.