

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: G. Paramedic Services	Effective Date: April 30, 2019
Topic: 2. Communications Directives	Replaces: June 15, 2018
Subject: 1. Interaction of Paramedics and CACC personnel	
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PURPOSE

To ensure effective and professional interaction between the Central Ambulance Communications Centre's (CACC) Ambulance Communications Officers (ACOs) and Manitoulin-Sudbury DSB Paramedic Services personnel is maintained at all times.

APPLICATION

Paramedics, Paramedic Superintendents

RISK STATEMENT

The effective communication between Paramedics and ACOs is instrumental in the delivery of Paramedic service to the citizens served. The failure to maintain such communication structure has the potential to negatively impact on patients, the public, allied agencies and Paramedics.

PROCEDURE

- 1) RELATIONSHIP WITH CACC:
 - a) Paramedics shall cooperate with the Central Ambulance Communications Centre (CACC) to ensure the highest possible service quality.
 - b) Paramedics shall ensure all resource movements are communicated by radio and shall ensure all communication equipment is fully functional when on duty.
 - c) When traveling between CACC boundaries, Paramedics shall inform that CACC of their service name, vehicle number, destination and priority of travel.
 - d) Paramedics shall notify the CACC by radio of any course deviation, delay, or action that could alter the estimated travel times.
 - e) The CACC will be notified when vehicles are brought into or out of service/deployment.
 - f) Paramedics are prohibited from refusing to complete work as assigned by the ACO in accordance with the [Patient care and Transportation Standards](#). Any disagreements shall be managed following compliance with the Paramedic Superintendent and CACC Supervisor.

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- g) Patients will be transported to the facility of choice, or as directed by the CACC however, when there is no direction given by the communication center the patient will be transported to the nearest medical facility that provides the type of care required.
- h) Any concerns or inquiries regarding the CACC shall be submitted to the Paramedic Superintendent as directed.

2) Response and Reporting

Paramedic Services has an established Deployment Plan that covers all operational aspects related to interaction with the CACC. As such, issues pertaining to response, reporting and shift activities in the Deployment Plan shall be followed.

In every incident, paramedics shall notify the CACC ACO of the patient CTAS upon arrival and shall confirm the scene security within 5 minutes of arrival. Paramedics shall also confirm transport Priority and transport CTAS immediately on departure from scene. The CACC ACO will facilitate a destination ED patch in each event, and a Base Hospital Physician patch when deemed necessary by the transporting Paramedics.

REFERENCE

Patient Care and Transportation Standards.

Manitoulin-Sudbury DSB Paramedic Services Deployment Plan