

# Southern Illinois Regional EMS System

## B-4 IN-FIELD SERVICE LEVEL UPGRADES / DUAL RESPONSE

### Tiered Provider Service Agency:

- BLS/First Responders to ILS/ALS Service.
- BLS/Volunteer/First Responder Emergency Care Non-Transport Units

In the event of an emergency call in a BLS Volunteer/First Responder response area, the initial responding unit AND the higher level of care unit will be dispatched simultaneously.

- The first unit at the scene shall begin emergency care/treatment at their specific level of service/training/license.
- Inform the patient and/or family that a higher level of service is on the way.
- The higher level of service will assume total responsibility and authority over the scene/patient.
- Transport Units:
  - Initiate medical/trauma care as indicated.
  - The lower level of service unit shall request dual response from a higher level of service for situations specified in system protocol "Indications for Advanced Life Support".
    - Initiating a request for a higher level of service does not ensure availability of a unit to respond.
    - The BLS/Volunteer transport unit is not required to wait for a higher level of service to arrive at the scene before transporting. The patient shall be transported to the nearest facility per the "Transport Destination / Bypass protocol.
    - Both units may meet en-route and transfer of care given to the higher level of service.
      - The higher level of service shall have authority over the scene and responsibility of the patient for the remainder of the transport.
      - The higher level of service shall not remove the patient from the transporting unit if the patient is loaded and/or transport begun.
      - The higher level of service EMS provider shall board the BLS/ILS unit with the appropriate equipment when intercepting.
        - The transporting vehicle will be recognized by the Department as approved for a higher level of service for the remainder of the transport.
    - Refer to "ALS Interface with BLS Units" protocol when applicable.
    - Both units are required to complete separate run reports.

### Request for Higher Level Assistance Outside The Provider Service Agency or EMS System

- A lower level of service may request assistance from a higher level of pre-hospital emergency care.
  - Requests for assistance may be made to a provider outside the provider service agency or not participating in the system, when a higher level of care is indicated/needed.
  - Initiating a request for a higher level of assistance does not ensure the availability of a unit to respond.

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## B-4 IN-FIELD SERVICE LEVEL UPGRADES DUAL RESPONSE (continued)

### Procedure:

- The lower level of service unit is not required to wait for a higher level of service to arrive at the scene before transporting.
- The higher level of service shall have authority over the scene and responsibility of the patient for the remainder of the transport.
- The ALS unit has the option to remove the patient from the BLS/ILS unit, or board the BLS/ILS unit to provide care.
- When choosing to board the BLS/ILS unit, ALS personnel must bring all necessary/ appropriate equipment.
  - The transporting vehicle will be recognized by the Department as approved for a higher level of service for the remainder of the transport.
- A brief report shall be given to the responding unit.
- Refer to "ALS Interface with BLS Units" protocol when applicable.
- Both units are required to complete separate run reports.
- Billing procedures for mutual-aid is the responsibility of the agencies providing care.

### Dual Response/Manpower:

- Provider Units Within The Provider Agency
- Dual Response Requirements/Manpower Request
  - All levels of EMS providers, within the same agency, shall request assistance for additional units in the following situations:
    - Full arrest.
    - MVC with prolonged extrication time.
    - Multiple victims.
    - Multiple trauma patients.
  - Requesting assistance does not ensure the availability of a unit to respond.
  - Patient treatment or transport should not be delayed waiting for assistance.
    - Provider agencies with tiered levels of service units in their geographic response area shall request a higher level of service and/or assistance as indicated in this policy.

### Request for Higher Level Assistance:

- A BLS or ILS service may request assistance from a higher level of pre-hospital emergency care.
  - Requests for assistance may be made to a provider not participating in the system when a higher level of care is needed.
  - Initiating a request for a higher level of assistance does not ensure the availability of a unit to respond.

### Procedure:

- The BLS/ILS unit is not required to wait for a higher level of service to arrive at the scene before transporting.
- The higher level of service shall have authority over the scene and responsibility of the patient for the remainder of the transport.

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## B-4 IN-FIELD SERVICE LEVEL UPGRADES DUAL RESPONSE (continued)

- The higher level of service shall not remove the patient from the BLS/ILS unit if the patient is loaded and/or transport initiated.
- The higher level of service shall board the BLS/ILS unit with the appropriate equipment when intercepting.
  - The transporting vehicle will be recognized by the Department as approved for a higher level of service for the remainder of the transport.
- A brief report shall be given to the responding unit.
- Refer to "ALS Interface with BLS Units" protocol when applicable.
- Both units are required to complete separate run reports.
- Billing procedures for mutual-aid is the responsibility of the agencies providing care.