

Dispatch Requirements for 9-1-1 Resources

I. Purpose

This policy establishes approved Medical Priority Dispatch System™ (MPDS) response and mode assignments for use by authorized Emergency Medical Dispatch (EMD) Centers in Contra Costa County.

II. Non-Accredited EMD Centers

- A. EMD Centers shall dispatch EMS resources to medical emergencies and manage their response in accordance with the response levels established by this policy.
- B. First responder and ambulance resources shall comply with instructions from the authorized EMD Center to upgrade, cancel, or reduce their response mode.
- C. Below is the Contra Costa County EMS approved MPDS response and mode assignment matrix for use by authorized unaccredited EMD Centers (changes to minimum requirements require approval of the LEMSA Medical Director):

MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
1	Abdominal pain/problems	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren
2	Allergies/Envenomation	A	No response	No lights and siren
		B, C, D, E	Lights and siren	Lights and siren
3	Animal bite or attack	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
4	Assault/Sexual assault	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
5	Back pain	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren
6	Breathing Problems	C, D, E	Lights and siren	Lights and siren
7	Burns/Explosions	A	No response	No lights and siren
		B, C, D, E	Lights and siren	Lights and siren
8	Carbon monoxide/ Inhalation/Hazmat/CBRN	B, C, D	Lights and siren	Lights and siren
9	Cardiac or respiratory arrest or death	B, D, E	Lights and siren	Lights and siren
10	Chest pain	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren



Standard Policies Policy 3003

Dispatch Requirements for 9-1-1 Resources

MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
11	Choking	A	No response	No lights and siren
		D, E	Lights and siren	Lights and siren
12	Convulsions/Seizures	A, B, C, D	Lights and siren	Lights and siren
13	Diabetic problems	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren
14	Drowning/Diving/Scuba accident	A	No response	No lights and siren
		B, C, D	Lights and siren	Lights and siren
15	Electrocution/Lightning	C, D, E	Lights and siren	Lights and siren
16	Eye problems	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
17	Falls	A-1, A-2	No response	No lights and siren
		A-3	No lights and siren	No lights and siren
		B, D	Lights and siren	Lights and siren
18	Headache	A	No response	No lights and siren
		B, C	Lights and siren	Lights and siren
19	Heart problems/AICD	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren
20	Heat/Cold exposure	A	No response	No lights and siren
		B, C, D	Lights and siren	Lights and siren
21	Hemorrhage/Laceration	A	No response	No lights and siren
		B, C, D	Lights and siren	Lights and siren
22	Inaccessible incident/other entrapment	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
23	Overdose/Poisoning	B, C, D	Lights and siren	Lights and siren
24	Pregnancy/Childbirth/Miscarriage	A	No response	No lights and siren
		B, C, D	Lights and siren	Lights and siren



Standard Policies Policy 3003

Dispatch Requirements for 9-1-1 Resources

MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
25	Psychiatric/Abnormal behavior/Suicide attempt	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
26	Sick person	A	No response	No lights and siren
		B, C, D	Lights and siren	Lights and siren
27	Stabbing/Gunshot/ Penetrating trauma	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
28	Stroke (CVA)/Transient Ischemic attack (TIA)	A	No response	No lights and siren
		C	Lights and siren	Lights and siren
29	Traffic/Transportation incident	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
30	Traumatic injuries	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
31	Unconscious/Fainting	A	No response	No lights and siren
		C, D, E	Lights and siren	Lights and siren
32	Unknown problem	B, D	Lights and siren	Lights and siren
33	Transfer/Interfacility/ Palliative care	A	No response	No lights and siren
		C	No response	Lights and siren
		D	Lights and siren	Lights and siren

III. Accredited EMD Centers

A. Below is the Contra Costa County EMS approved MPDS response and mode assignment matrix for use by authorized Accredited EMD Centers allowing for use of different bravo levels (changes to minimum requirements require approval of the LEMSAs Medical Director)

MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
1	Abdominal pain/Problems	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren



Standard Policies Policy 3003

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MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
2	Allergies/Envenomation	A, B-1	No response	No lights and siren
		C, D, E	Lights and siren	Lights and siren
3	Animal bite or attack	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
4	Assault/Sexual assault	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
5	Back pain	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren
6	Breathing Problems	C, D, E	Lights and siren	Lights and siren
7	Burns/Explosions	A	No response	No lights and siren
		B, C, D, E	Lights and siren	Lights and siren
8	Carbon monoxide/ Inhalation/Hazmat/CBRN	B, C, D	Lights and siren	Lights and siren
9	Cardiac or respiratory arrest or death	B, D, E	Lights and siren	Lights and siren
10	Chest pain	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren
11	Choking	A	No response	No lights and siren
		D, E	Lights and siren	Lights and siren
12	Convulsions/Seizures	A, B, C, D	Lights and siren	Lights and siren
13	Diabetic problems	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren
14	Drowning/Diving/Scuba accident	A	No response	No lights and siren
		B, C, D	Lights and siren	Lights and siren
15	Electrocution/Lightning	C, D, E	Lights and siren	Lights and siren



Standard Policies Policy 3003

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16	Eye problems	A, B-1	No response	No lights and siren
		D	Lights and siren	Lights and siren
17	Falls	A-1, A-2, B-1	No response	No lights and siren
		A-3	No lights and siren	No lights and siren
		B-2, B-3, D	Lights and siren	Lights and siren
18	Headache	A, B-1	No response	No lights and siren
		C	Lights and siren	Lights and siren
19	Heart problems/AICD	A	No response	No lights and siren
		C, D	Lights and siren	Lights and siren
20	Heat/Cold exposure	A, B-1	No response	No lights and siren
		B-2, C, D	Lights and siren	Lights and siren
21	Hemorrhage/Laceration	A, B-3, B-4	No response	No lights and siren
		B-1, B-2, C, D	Lights and siren	Lights and siren
22	Inaccessible incident/other entrapment	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
23	Overdose/Poisoning	B, C, D	Lights and siren	Lights and siren
24	Pregnancy/Childbirth/Miscarriage	A, B-1	No response	No lights and siren
		B-2, C, D	Lights and siren	Lights and siren
25	Psychiatric/Abnormal behavior/Suicide attempt	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
26	Sick person	A, B-1	No response	No lights and siren
		C, D	Lights and siren	Lights and siren



Standard Policies Policy 3003

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MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
27	Stabbing/Gunshot/ Penetrating trauma	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
28	Stroke (CVA)/Transient Ischemic attack (TIA)	A	No response	No lights and siren
		C	Lights and siren	Lights and siren
29	Traffic/Transportation incident	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
30	Traumatic injuries	A	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
31	Unconscious/Fainting	A	No response	No lights and siren
		C, D, E	Lights and siren	Lights and siren
32	Unknown problem	B, D	Lights and siren	Lights and siren
33	Transfer/Interfacility/ Palliative care	A	No response	No lights and siren
		C	No response	Lights and siren
		D	Lights and siren	Lights and siren

