SOP Template: Emergency Call Intake and Information Gathering

This SOP details the procedures for **emergency call intake and information gathering**, emphasizing the importance of prompt and accurate communication. It covers steps to effectively receive emergency calls, verify caller information, assess the nature and severity of the situation, and document critical details. The goal is to ensure responders are equipped with precise and comprehensive information to facilitate timely and appropriate emergency response actions.

1. Purpose

To establish a standardized method for intake and information gathering during emergency calls, ensuring efficient communication and effective emergency response.

2. Scope

This SOP applies to all personnel assigned to receive emergency calls within the organization.

3. Procedures

1. **Answering the Call:**
   - Respond to incoming calls promptly, answering within three rings when possible.
   - Use a calm and professional tone: "Emergency services, what is your emergency?"
2. **Gathering Caller Information:**
   - Obtain caller's name and contact number.
   - Request location/address of the emergency (ask for landmarks if unsure).
3. **Assessing the Emergency:**
   - Ask about the type of emergency (medical, fire, crime, etc.).
   - Assess the nature and severity by asking clarifying questions.
   - Identify immediate threats to life or safety.
4. **Providing Pre-Arrival Instructions (if authorized):**
   - Offer guidance to the caller on staying safe and providing immediate assistance.
   - Advise caller to stay on the line if possible.
5. **Documenting Information:**
   - Record all details in the appropriate system or call log in real time.
   - Use the standard information checklist (see table below).
6. **Confirming and Closing:**
   - Repeat key information to confirm accuracy.
   - Inform the caller of next steps and estimated response time (if applicable).
   - End the call courteously.
7. **Notifying Response Teams:**
   - Immediately relay gathered information to relevant responders.
   - Provide ongoing updates if new details are received.

4. Standard Information Checklist

Item	Details to Collect
Caller Name	First and last name of the person calling
Contact Number	Phone number for follow-up if call is disconnected
Location/Address	Exact address, cross streets, location details, or landmarks
Type of Emergency	Nature of incident (medical, fire, crime, accident, etc.)
Number of People Involved	Estimate if possible

Description of Situation	What happened, when, and how
Injuries/Threats	Description of injuries or ongoing threats
Other Agencies Notified	Police, fire, ambulance, etc. (if applicable)
Additional Notes	Any other relevant information

5. Responsibilities

- **Call Takers:** Ensure accurate and thorough documentation, remain calm and professional throughout the call.
- **Supervisors:** Monitor call handling for compliance, provide support, and conduct refresher training as needed.

6. References

- Organization policy on emergency response
- Applicable local or national emergency call handling guidelines

7. Revision History

Date	Version	Description	Author
2024-06-08	1.0	Initial SOP template release	[Your Name/Title]