SOP Template: Emergency Call Intake and Triage Procedures

This SOP details the **emergency call intake and triage procedures**, outlining the standardized process for receiving, assessing, and prioritizing emergency calls. It covers initial call handling, information gathering, triage protocols, communication with emergency responders, and documentation requirements to ensure timely and effective response to emergencies while maintaining caller safety and accuracy of information.

1. Purpose

To establish clear and standardized procedures for receiving, assessing, prioritizing, and responding to emergency calls to ensure a consistent, timely, and effective emergency response.

2. Scope

This SOP applies to all emergency call intake personnel, including dispatchers and call handlers, who are responsible for managing incoming emergency calls.

3. Responsibilities

- **Call Handlers/Dispatchers:** Follow SOP for call intake, triage, and documentation.
- **Supervisors:** Ensure adherence to procedures and provide ongoing training.
- **Emergency Responders:** Communicate status and respond to dispatches according to priority.

4. Procedures

4.1 Initial Call Handling

1. Answer call promptly and identify yourself and your agency.
2. Use a calm and reassuring tone; maintain professionalism at all times.
3. Confirm if the call is regarding an emergency situation.

4.2 Information Gathering

1. Obtain the following information:
   - Nature of the emergency
   - Exact location (address, landmarks, coordinates if available)
   - Caller's name and contact number
   - Number of people involved
   - Presence of immediate danger (e.g., fire, weapons, hazardous materials)
   - Caller's current safety status
2. Provide guidance on immediate actions the caller should take if needed (e.g., evacuate, seek shelter).

4.3 Triage Protocols

1. Determine urgency level:
   - **Priority 1 (Life-threatening):** Immediate risk to life or property (e.g., cardiac arrest, major fire).
   - **Priority 2 (Urgent):** Serious situation but not immediately life-threatening (e.g., minor injuries, contained fire).
   - **Priority 3 (Routine):** Non-urgent or informational calls.
2. Assign appropriate response based on triage assessment.

4.4 Communication with Emergency Responders

1. Relay essential information to emergency responders clearly and promptly.
2. Use established communication protocols (e.g., radio codes, dispatch software).
3. Confirm receipt of information with responders and provide updates as needed.

4.5 Documentation

1. Accurately record all details of the call, including time received, information provided, decisions made, and actions taken.
2. Update records in real-time and retain for future reference or legal documentation.

5. Quality Assurance & Review

- Supervisors will conduct periodic reviews of recorded calls and documentation to ensure compliance with this SOP.
- Regular training sessions should be held to update staff on best practices and changes to procedures.

6. References

- Local and national emergency services protocols
- Agency-specific dispatch policies
- Relevant laws and regulations

7. Revision History

Version	Date	Summary of Changes	Author
1.0	2024-06-01	Initial SOP template created	[Author Name]