SOP: Emergency Call Triage and Dispatch Protocols

This SOP defines the **emergency call triage and dispatch protocols**, focusing on the systematic process for receiving, assessing, and prioritizing emergency calls. It outlines procedures for accurate information gathering, classification of emergency severity, resource allocation, timely dispatch of appropriate response teams, communication standards, and documentation. The goal is to ensure efficient, effective, and coordinated emergency response to minimize risks and enhance public safety.

1. Purpose

To ensure consistent, effective, and timely management of emergency calls by outlining standardized triage, prioritization, and dispatch procedures.

2. Scope

This SOP applies to all personnel involved in receiving, assessing, triaging, and dispatching emergency calls within the organization's jurisdiction.

3. Definitions

Term	Definition
Triage	The process of determining the priority of calls based on the severity and urgency of the situation.
Dispatch	The assignment and deployment of emergency response resources to an incident.
Emergency Call	Any call received requiring urgent response from emergency services.

4. Responsibilities

- **Call Takers:** Receive and document emergency calls, gather accurate information, perform initial triage.
- **Dispatchers:** Prioritize calls based on triage assessment and dispatch appropriate response units.
- **Supervisors:** Oversee operations, ensure adherence to protocols, provide guidance in complex or high-severity incidents.

5. Procedures

1. **Call Receipt**
   - Answer all incoming emergency calls promptly and professionally.
   - Identify and verify caller identity and location as soon as possible.
2. **Information Gathering**
   - Use a standardized script/checklist to gather relevant information:
     - Caller's name and contact information
     - Exact location of the incident
     - Nature and details of the emergency
     - Number of people involved and their condition
     - Immediate dangers (e.g., fire, weapons, hazardous materials)
3. **Triage and Classification**
   - Assess the severity/urgency based on gathered information.
   - Classify the call using a pre-defined emergency scale (e.g., Priority 1: Life-threatening, Priority 2: Serious, Priority 3: Minor).
4. **Resource Allocation and Dispatch**
   - Determine appropriate resources/units to deploy based on call classification.
   - Dispatch resources promptly using radio or designated communication system.
   - Ensure responding teams are informed of all critical details and hazards.
5. **Ongoing Communication**
   - Maintain communication with both the caller and dispatched units as required.
   - Provide updates or additional instructions as new information becomes available.
6. **Documentation**
   - Record all information, decisions, and actions taken in the designated system.
   - Note time stamps for call receipt, dispatch, updates, and incident closure.

6. Communication Standards

- Follow professional, clear, and calm communication at all times.
- Use standard terminology and codes where applicable.
- Maintain confidentiality of caller and incident information.

7. Quality Assurance and Review

- Supervisors will monitor calls periodically for compliance with protocols.
- Conduct regular training and debriefs to address areas for improvement.
- Document and report protocol deviations or significant incidents.

8. References

- Emergency Services Communication Standards
- Local and National Emergency Dispatch Guidelines
- Organizational Policies and Procedures

9. Revision History

Version	Date	Description	Reviewed By
1.0	2024-06-10	Initial SOP Template Release	[Reviewer Name]