

# Standard Operating Procedure (SOP): Ambulance Unit Assignment and Crew Notification

This SOP details the process for **ambulance unit assignment and crew notification**, ensuring prompt and efficient dispatch of ambulance services. It covers criteria for assigning the appropriate ambulance unit based on incident type and location, communication protocols for notifying the assigned crew, and confirmation procedures to guarantee readiness. The objective is to optimize response times, enhance coordination among emergency personnel, and deliver timely medical assistance to those in need.

## 1. Purpose

To establish a standardized process for assigning ambulance units and notifying their crews in response to emergency incidents, ensuring effective, timely, and coordinated operations.

## 2. Scope

This SOP applies to all dispatchers, ambulance units, and designated medical crews within the EMS organization.

## 3. Responsibilities

- **Dispatcher:** Responsible for receiving incident information, assigning ambulance units, notifying crews, and confirming readiness.
- **Ambulance Crew:** Responsible for acknowledging notification, preparing for dispatch, and confirming readiness.
- **EMS Supervisor:** Responsible for oversight and ensuring compliance with this SOP.

## 4. Ambulance Unit Assignment Criteria

1. **Incident Assessment:** Review incident details (type, severity, location).
2. **Resource Availability:** Identify closest and most suitable available ambulance unit based on location and equipment.
3. **Special Requirements:** Assign specialized units if required (e.g., advanced life support, bariatric transport).
4. **Assignment Documentation:** Log the assigned unit and incident details in the dispatch system.

## 5. Crew Notification and Communication Protocol

1. **Initial Notification:**
  - Notify the assigned crew via radio and/or mobile communication system.
  - Provide clear incident information: location, type, priority, and any special instructions.
2. **Confirmation of Receipt:**
  - Crew must acknowledge receipt of assignment within 1 minute.
3. **Readiness Check:**
  - Crew confirms readiness to respond and estimated time of departure (if delayed, include cause).

## 6. Documentation and Recordkeeping

1. All assignments, notifications, and acknowledgments must be logged in the dispatch system.
2. Any delays or issues must be documented, noting reasons and corrective actions.

## 7. Quality Assurance and Review

1. Supervisors conduct periodic audits of dispatch records to verify compliance.
2. Review response times and crew acknowledgment compliance for continuous improvement.

## 8. References

- EMS Dispatch Guidelines

- Radio Communication Policy
- Medical Emergency Response Plan

## 9. Revision History

Date	Version	Description	Author
2024-06-25	1.0	Initial release	EMS SOP Committee