



County of Santa Clara Countywide Medical Response System

EMSystem System Resource User Guide

A Reference Guide for Private Dispatch Users

Version 2
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Countywide Medical Response System (CMRS)
Santa Clara County Emergency Medical Services Agency
645 South Bascom Avenue
San Jose, California 95128

Public Health Department
Santa Clara Valley Health & Hospital System





Private Dispatch Users

EMSystem Resource User Guide

Description

This document should be utilized as a quick resource guide for Private Dispatch users, and is a component of the EMSystem Reference Guide.

EMSystem Private Dispatch User Operations

Answering a Request for Ambulance Availability

Once a request is made for ambulance availability, the private ambulance dispatch center shall do the following:

- Determine if you have any ambulances (ALS or BLS) in which you can offer up to the 911 EMS system.



- Click on “User Links” which is located in the upper right corner of the EMResource web page.

- Click on the ambulance icon  which will open the Ambulance Availability Form (below).

Ambulance Availability Query
Please complete this form regarding your current ambulance availability:
** indicates the information is required.

Provider/Agency:

Unit ID #:

F9 Pager ID #:


Portable ID #:

Location:

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- If **you do not have available ambulances** then:
 - Choose your “Provider/Agency” name from the dropdown
 - Enter “NO UNITS AVAILABLE” in the “Unit ID” space
 - Click on “Submit Form”

- If **you have ambulances that may be placed into the 911 EMS system** then you will need to generate a separate response for each individual ambulance:
 - Choose your “Provider/Agency” name from the dropdown
 - Enter the Unit ID number
 - Enter the appropriate Frequency 9 Radio pager ID number
 - Enter the appropriate Med 91 portable radio ID number
 - Choose the location which is closest to where the unit currently is from the dropdown menu.
 - Click on the “Submit Form” button

- Repeat the above steps for each individual ambulance by clicking on the ambulance icon  and opening a new form.

If you need to remove an ambulance which you have placed on the list as being available, contact Santa Clara County Communications directly and inform them of the request to remove. They will remove the specific unit from the list and that unit will no longer be considered available for calls.