

# KENT COUNTY EMERGENCY MEDICAL SERVICES

## CANCELLATION/DOWNGRADE OF CALL POLICY

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**Purpose:** To insure that, once the EMS System has been activated to respond to a patient, the response is only canceled for appropriate reasons by the appropriate personnel.

- Policy:**
- I. **Cancellation of a Call**
    - A. Whenever EMS is called to the scene of a potential emergency situation and there is a request to cancel the call, the Communication Specialist/Dispatcher will instruct the responding crew (all levels) to continue responding to the call without emergency lights and siren, except as indicated in Section B below.
    - B. Only in the following situations will a Communication Specialist/Dispatcher be allowed to cancel the response to the scene of a potential emergency situation:
      1. When it is determined by any dispatched personnel that the address and/or call are false in nature.
        - a. A “false call” is one that is not genuine or real or may be deliberately deceptive.
        - b. A call in which **no** injuries have occurred is considered to be a false medical call, albeit it may well be a valid police incident.
      2. When it is confirmed by dispatch personnel that the patient has left the scene.
      3. When the patient's personal physician in direct attendance determines that an ambulance is not needed.
      4. When any licensed, on-duty, local MCA approved EMS personnel on the scene cancels the responding EMS vehicles.
    - C. For the purposes of the cancellation policy, a situation in which injuries or illness have not been confirmed does not constitute an “emergency” (i.e., motor vehicle crash with unknown injuries).
    - D. Police and fire personnel, individually not holding medical control privileges or in the employ of a department that is not licensed to provide medical care, may not disregard responding units if even minor injuries/complaints are present. These individuals should also continue the EMS response if it would be reasonable to believe that injuries should have occurred, based on the description or appearance of the event.
  - II. **Downgrade of a Call**
    - A. If information is received, while EMS units are responding to a call, that the incident is not life-threatening, the Communication Specialist/Dispatcher may downgrade the response accordingly if the source of the information is considered reliable. (Police officer, on scene but off duty local MCA approved EMS personnel, etc.)
    - B. If information is received from non-medically trained personnel indicating that the patient for whom EMS is responding is deceased, the Communications Specialist/Dispatcher shall not downgrade the appropriately dispatched resources until medically trained personnel arrive on scene and concur that other responding resources may downgrade unless one of the following conditions is expressly stated:
      1. The patient is cold and stiff in a warm environment
      2. The patient is decapitated
      3. There is evidence of decomposition of the body
      4. The patient has been incinerated
      5. There is evidence of severe injuries unquestionably incompatible with life
      6. A submersion >6 hours.

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If any of these conditions apply, the medical response may be downgraded but may not be disregarded. EMS units responding must minimize disruptions of potential crime scenes when patients are obviously dead but also must ensure that the patient is properly assessed.

MCL 333.20967 If an emergency has been declared, the declaration that an emergency no longer exists shall be made only by a licensed EMS provider or a licensed health professional having training specific to the provision of emergency medical services in accordance with protocols established by the local medical control authority.

3/20/91, 4/1/92, 3/29/95  
8/17/95, 2/1/2007, Revision 2-8-2007