

PURPOSE:

The purpose of this policy is to establish a standardized procedure to follow when an EMS response is cancelled while the ambulance/personnel are en route to a scene.

POLICY:

The ambulance service and personnel will cancel a response when notified to do so based upon the following:

- A call back from the original caller requesting cancellation of the ambulance
- Report from on-scene responders (law enforcement, fire, ems)
 - That no patient has been found
 - That no treatment is needed
- Dispatched to the wrong location and/or response area

If an EMS provider affiliated with the service renders any care to a potential patient – including a visual assessment – and a determination is made that the ambulance is not required, the responder will ensure that proper refusal of care documentation is completed. This may require that the ambulance continue to the scene non-emergent if the EMS provider on scene does not have proper documentation/paperwork.

Downgrade to a non-emergent response will be based upon a report from/advice of an on-scene responder.