



MEDICAL PRIORITY DISPATCH SYSTEM (MPDS) PROTOCOL 36 - AMBULANCE DISPATCH CRITERIA

Effective: August 24, 2020
Replaces: June 3, 2020
Review: June 2023

Levels	#	Determinant Descriptor	Code: Level 0 (S) / (X)	Code: Level 1 (A) / (L)	Code: Level 2 (B) / (M)	Code: Level 3 (C) / (H)
DELTA	1	INEFFECTIVE BREATHING with symptoms	CODE 3 ALS Ambulance	CODE 3 ALS Ambulance	CODE 3 ALS Ambulance	Automatic ambulance dispatches are suspended until a first response unit arrives on scene and verifies that an emergency transport is needed. Upon verification of need, CODE 3 BLS or ALS as available
DELTA	2	DIFFICULTY SPEAKING B/T BREATHS with symptoms				
DELTA	3	Not alert with symptoms				
DELTA	4	CHANGING COLOR with symptoms				

CHARLIE	1	Abnormal breathing w/single symptom or Asthma/COPD	CODE 3 ALS Ambulance	CODE 3 BLS or ALS Ambulance as available	CODE 3 BLS or ALS Ambulance as available	Automatic ambulance dispatches are suspended until a first response unit arrives on scene and verifies that an emergency transport is needed. Upon verification of need, CODE 3 BLS or ALS as available
CHARLIE	2	Abnormal breathing w/multiple symptoms				
CHARLIE	3	Chest Pain ≥ 35 with single symptom				
CHARLIE	4	Chest Pain ≥ 35 with multiple symptoms				
CHARLIE	5	HIGH RISK conditions				

ALPHA	1	Chest Pain < 35 with single symptom	CODE 2 ALS Ambulance	CODE 2 BLS or ALS Ambulance as available	CODE 2 BLS or ALS Ambulance as available	Automatic ambulance dispatches are suspended until a first response unit arrives on scene and verifies that an emergency transport is needed. Upon verification of need CODE 2 BLS as available
ALPHA	2	Chest Pain < 35 with multiple symptom				
ALPHA	3	Symptoms only (cough, fever, chills, sweats, sore throat, vomiting, diarrhea, unusual total body aches, headache, etc.)				

S = Level 0 (COVID-19 surveillance mode) - no change in response (XSC conventional system status)

A = Level 1 (COVID-19 low triage) - consider referral of ALPHA cases only (XSC conventional system status, SDO-1, 10, 11, 12)

B = Level 2 (COVID-19 moderate triage) - consider reduced response for CHARLIE cases (XSC contingency system status, SDO-1, 3, 10, 11, 12, 13, 21)

C = Level 3 (COVID-19 high triage) - consider referral of some CHARLIE cases & reduced response for DELTA cases (XSC crisis system status, SDO-1, 3, 7, 8, 10, 11, 12, 13, 14, 15, 16, 17, 18, 21)

X = Level 0 (other disease surveillance only) - no change in response (XSC conventional system status)

L = Level 1 (other disease low triage) - consider referral of ALPHA cases only (XSC conventional system status, SDO-1, 10, 11, 12)

M = Level 2 (other disease moderate triage) - consider reduced response for CHARLIE cases (XSC contingency system status, SDO-1, 3, 10, 11, 12, 13, 21)

H = Level 3 (other disease high triage) - consider of some CHARLIE cases & reduced response for DELTA cases (XSC crisis system status, SDO-1, 3, 7, 8, 10, 11, 12, 13, 14, 15, 16, 17, 18, 21)