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MEMORANDUM #2010-03

From: SVMCA- Office of the Medical Director

Subject: Responding to non-emergency calls in the Saginaw Valley
Medical Control Authority Zone

Effective immediately, MEDCOM will notify Saginaw County Central Dispatch when the Medical Priority Dispatch System[®] has prioritized a call as non-emergency. MEDCOM will relay the phrase, "This call is now non-emergency." **All** life support units in the SVMCA are required by MCA policy to treat the call as a non-emergency response *once they are notified* of the non-emergency status of the call. Additionally, it is our office's opinion that state law does not allow emergency response once the non-emergency status of the call is determined.

In applying this directive, keep several points in mind:

1. Each agency is not prohibited from developing initial response parameters until a medical/trauma emergency is confirmed or denied.
2. This directive applies only to life support agencies. Fire and police departments performing their primary duties, and not operating under policies of the SVMCA or utilizing MDCH licensure, are not affected by this policy.
3. This directive covers situations where public safety personnel are not on scene. If public safety personnel are on scene, and have direct contact with the patient(s), the response will ultimately be at their direction.
4. This process will only be utilized for alpha level (lowest severity) calls as determined by the Medical Priority Dispatch System[®].