Contra Costa County Emergency Medical Services

Dispatch Requirements for 9-1-1 Resources

I. Purpose

This policy establishes approved Medical Priority Dispatch System™ (MPDS) response and mode assignments for use by authorized Emergency Medical Dispatch (EMD) Centers in Contra Costa County.

II. Non-Accredited EMD Centers

- A. EMD Centers shall dispatch EMS resources to medical emergencies and manage their response in accordance with the response levels established by this policy.
- B. First responder and ambulance resources shall comply with instructions from the authorized EMD Center to upgrade, cancel, or reduce their response mode.
- C. Below is the Contra Costa County EMS approved MPDS response and mode assignment matrix for use by authorized unaccredited EMD Centers (changes to minimum requirements require approval of the LEMSA Medical Director):

MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
1	Abdominal pain/problems	А	No response	No lights and siren
1		C, D	Lights and siren	Lights and siren
2	Allergies/Envenemation	А	No response	No lights and siren
2	Allergies/Envenomation	B, C, D, E Lights and siren	Lights and siren	
3	Animal bits or attack	А	No response	No lights and siren
3	Animal bite or attack	B, D	Lights and siren	Lights and siren
4	Assault/Sexual assault	А	No response	No lights and siren
4		B, D	Lights and siren	Lights and siren
5	Back pain	А	No response	No lights and siren
5		C, D	Lights and siren	Lights and siren
6	Breathing Problems	C, D, E	Lights and siren	Lights and siren
7	Burns/Explosions	А	No response	No lights and siren
1		B, C, D, E	Lights and siren	Lights and siren
8	Carbon monoxide/ Inhalation/Hazmat/CBRN	B, C, D	Lights and siren	Lights and siren
9	Cardiac or respiratory arrest or death	B, D, E	Lights and siren	Lights and siren
10	Chest pain	А	No response	No lights and siren
10		C, D	Lights and siren	Lights and siren





MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
11	Choking	А	No response	No lights and siren
11		D, E	Lights and siren	Lights and siren
12	Convulsions/Seizures	A, B, C, D	Lights and siren	Lights and siren
12	Dichetia problema	А	No response	No lights and siren
13	Diabetic problems	C, D	Lights and siren	Lights and siren
14	Drowning/Diving/Scuba	А	No response	No lights and siren
14	accident	B, C, D	Lights and siren	Lights and siren
15	Electrocution/Lightning	C, D, E	Lights and siren	Lights and siren
10		А	No response	No lights and siren
16	Eye problems	B, D	Lights and siren	Lights and siren
	Falls	A-1, A-2	No response	No lights and siren
17		A-3	No lights and siren	No lights and siren
		B, D	Lights and siren	Lights and siren
18	Headache	А	No response	No lights and siren
10		B, C	Lights and siren	Lights and siren
19		А	No response	No lights and siren
19	Heart problems/AICD	C, D	Lights and siren	Lights and siren
20	Heat/Cold exposure	А	No response	No lights and siren
20		B, C, D	Lights and siren	Lights and siren
21	Hemorrhage/Laceration	А	No response	No lights and siren
21		B, C, D	Lights and siren	Lights and siren
22	Inaccessible incident/other entrapment	А	No response	No lights and siren
		B, D	Lights and siren	Lights and siren
23	Overdose/Poisoning	B, C, D	Lights and siren	Lights and siren
24	Pregnancy/Childbirth/	А	No response	No lights and siren
24	Miscarriage	B, C, D	Lights and siren	Lights and siren





MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
25	Psychiatric/Abnormal behavior/Suicide attempt	А	No response	No lights and siren
25		B, D	Lights and siren	Lights and siren
26	Sick person	А	No response	No lights and siren
20		B, C, D	Lights and siren	Lights and siren
27	Stabbing/Gunshot/	А	No response	No lights and siren
21	Penetrating trauma	B, D	Lights and siren	Lights and siren
28	Stroke (CVA)/Transient Ischemic attack (TIA)	А	No response	No lights and siren
20		С	Lights and siren	Lights and siren
20	Traffic/Transportation incident	А	No response	No lights and siren
29		B, D	Lights and siren	Lights and siren
20	Traumatic injuries	А	No response	No lights and siren
30		B, D	Lights and siren	Lights and siren
0.4	Unconscious/Fainting	А	No response	No lights and siren
31		C, D, E	Lights and siren	Lights and siren
32	Unknown problem	B, D	Lights and siren	Lights and siren
		А	No response	No lights and siren
33	Transfer/Interfacility/ Palliative care	С	No response	Lights and siren
		D	Lights and siren	Lights and siren

III. Accredited EMD Centers

A. Below is the Contra Costa County EMS approved MPDS response and mode assignment matrix for use by authorized Accredited EMD Centers allowing for use of different bravo levels (changes to minimum requirements require approval of the LEMSA Medical Director)

MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
1	Abdominal pain/Problems	А	No response	No lights and siren
	Abuominai pain/Problems	C, D	Lights and siren	Lights and siren





MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
2		A, B-1	No response	No lights and siren
2	Allergies/Envenomation	C, D, E	Lights and siren	Lights and siren
3	Animal bite or attack	А	No response	No lights and siren
5		B, D	Lights and siren	Lights and siren
4	Assoult/Sexual assoult	А	No response	No lights and siren
4	Assault/Sexual assault	B, D	Lights and siren	Lights and siren
5	Pook poin	А	No response	No lights and siren
5	Back pain	C, D	Lights and siren	Lights and siren
6	Breathing Problems	C, D, E	Lights and siren	Lights and siren
7	Duma (Eurola sistera	А	No response	No lights and siren
/	Burns/Explosions	B, C, D, E	Lights and siren	Lights and siren
8	Carbon monoxide/ Inhalation/Hazmat/CBRN	B, C, D	Lights and siren	Lights and siren
9	Cardiac or respiratory arrest or death	B, D, E	Lights and siren	Lights and siren
10	Chest pain	А	No response	No lights and siren
10		C, D	Lights and siren	Lights and siren
44		А	No response	No lights and siren
11	Choking	D, E	Lights and siren	Lights and siren
12	Convulsions/Seizures	A, B, C, D	Lights and siren	Lights and siren
10		А	No response	No lights and siren
13	Diabetic problems	C, D	Lights and siren	Lights and siren
	Drowning/Diving/Scuba	А	No response	No lights and siren
14	accident	B, C, D	Lights and siren	Lights and siren
15	Electrocution/Lightning	C, D, E	Lights and siren	Lights and siren





MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
16	–	A, B-1	No response	No lights and siren
10	Eye problems	D	Lights and siren	Lights and siren
		A-1, A-2, B-1	No response	No lights and siren
17	Falls	A-3	No lights and siren	No lights and siren
		B-2, B-3, D	Lights and sirenLights and sirenNo responseNo lights and siren	Lights and siren
18	Headache	A, B-1	No response	No lights and siren
10	neauache	С	Lights and siren	Lights and siren
19	Lis art much large (ALCD	А	No response	No lights and siren
19	Heart problems/AICD	C, D	Lights and siren	Lights and siren
20	Heat/Cold exposure	A, B-1	No response	No lights and siren
20		B-2, C, D	Lights and siren	Lights and siren
21		A, B-3, B-4	No response	No lights and siren
21	Hemorrhage/Laceration	B-1, B-2, C, D	Lights and siren	iren Lights and siren
22	Inaccessible incident/other entrapment	А	No response	No lights and siren
~~~		B, D	Lights and siren	Lights and siren
23	Overdose/Poisoning	B, C, D	Lights and siren	Lights and siren
24	Pregnancy/Childbirth/	A, B-1	No response	No lights and siren
24	Miscarriage	B-2, C, D	Lights and siren	Lights and siren
25	Psychiatric/Abnormal	А	No response	No lights and siren
20	behavior/Suicide attempt	B, D	Lights and siren	Lights and siren
26	Sick person	A, B-1	No response	No lights and siren
20		C, D	Lights and siren	Lights and siren





MPDS CARD	Protocol	Dispatch Levels	First Responder Minimum Response Requirement	ALS Ambulance Minimum Response Requirement
27	Stabbing/Gunshot/ Penetrating trauma	А	No response	No lights and siren
21		B, D	Lights and siren	Lights and siren
28	Stroke (CVA)/Transient	А	No response	No lights and siren
20	Ischemic attack (TIA)	С	Lights and siren	Lights and siren
29	Traffic/Transportation incident	А	No response	No lights and siren
29		B, D	Lights and siren	Lights and siren
30	Traumatic injuries	А	No response	No lights and siren
30		B, D	Lights and siren	Lights and siren
24	Unconscious/Fainting	А	No response	No lights and siren
31		C, D, E	Lights and siren	Lights and siren
32	Unknown problem	B, D	Lights and siren	Lights and siren
33		А	No response	No lights and siren
	Transfer/Interfacility/ Palliative care	С	No response	Lights and siren
		D	Lights and siren	Lights and siren





