



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Ambulance Operations Procedure

National Ambulance Service (NAS)

Standing down an Emergency Ambulance.

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1.0 POLICY

- 1.1 It is the policy of the National Ambulance Service (NAS) to work in partnership with other agencies to provide safe and effective systems of work and communications so as to enhance staff safety and enhanced service to patients

2.0 PURPOSE

- 2.1 To provide Control Managers, Supervisors, Dispatchers and Operational staff, employed by the National Ambulance Service with clear direction on standing down an Emergency Response after it is dispatched to an incident.
- 2.2 To maintain quality standards of service to the public.

3.0 SCOPE

- 3.1 This Procedure applies to all Control and Operational Staff in the NAS

4.0 GLOSSARY OF TERMS AND DEFINITIONS

SOP – Standard operating Procedure

NAS – National Ambulance Service

NEOC – National Emergency Operations Centre.

5.0 ROLES AND RESPONSIBILITIES

- 5.1 It is the responsibility of each Control Manager to ensure that each Supervisor and Control Staff members are aware of and understand this Procedure.
- 5.2 It is the responsibility of each Staff member to adhere to this Procedure.
- 5.3 It is the responsibility of the Education and Competency Assurance Team to ensure that this SOP is included in training material.

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6.0 PROCEDURE

Once a crew have gone mobile on an emergency call, only in the following circumstance can they stand down:

- National Emergency Operations Centre has instructed them to stand down and respond to a higher acuity call.
- The Ambulance has broken down, where they immediately make contact with National Emergency Operations Centre.
- The responding response comes across an incident and is flagged down – and only then after consultation with National Emergency Operations Centre.
- National Emergency Operations Centre has instructed that they stand down - a closer response has become available.

National Emergency Operations Centre can stand down a crew responding to an emergency call in the following circumstances:

- National Emergency Operations Centre has been reliably informed that the patient has left the scene.
- A medically trained person on scene has reported the Ambulance is not required e.g. a GP.
- An Advanced/Paramedic solo responder, or an Ambulance Officer dispatched by the Ambulance service is on scene and reports that the patient has refused transport.

IMPORTANT NOTE: Ambulance crews responding to emergency incidents will be kept updated by National Emergency Operations Centre regarding any additional information that becomes available, this may alter the response.

If the updated information received upgrades the dispatch code, the crew will upgrade the response accordingly, if the updated information downgrades the call, the crew will continue to the location on a cold response, or stand down in line with the above.

7.0 IMPLEMENTATION PLAN

- 7.1 This Procedure will be circulated electronically to all Managers, Supervisors and Control Staff.
- 7.2 This procedure will be available in electronic format and paper format in the control room for ease of retrieval and reference.

8.0 REVISION AND AUDIT

- 8.1 This Procedure will remain under constant review and may be subject to change to facilitate any changes/developments in service requirements.
- 8.2 Control managers have responsibility for ensuring the maintenance, regular review and updating of this procedure.
- 8.3 Revisions, amendments or alterations to the procedure can only be implemented after consultation with relevant stakeholders and approved by the relevant senior manager.

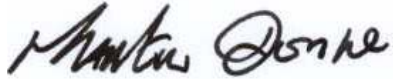
10.0 REVISION HISTORY: (This captures any changes that are made to an SOP when it has been revised).

No	Revision No	Date	Section Amended	Approved by

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11.0 Signatures of Approval

All persons must sign and date this page after they have read and understood the Standard Operation Procedure.



Director of the National Ambulance Service
On Behalf of the National Ambulance Service

Date 20/10/18



National Control Operations Manager
National Emergency Operations Centres

Date 20/10/18