

MEDICAL ALERT ALARMS

PURPOSE: To establish response guidelines for requests from medical alarm companies.

AUTHORITY: The EMS Act (Health and Safety Code Section 1797 et. seq.).

DEFINITIONS:

1. **Alarm Activation:** For the purpose of this Policy, alarm activation is defined as when a known person, deliberately activates a medical alert alarm.
2. **Medical Alert Alarm:** Is a device that an individual may use to summon help if they are in need of emergency medical care.
3. **Non-Activation:** For the purpose of this Policy a non-activation is defined as, when an alarm company requests emergency medical services for an individual client who has not activated their individual alarm, requested services, or their alarm has been inactive.

POLICY: It has been determined that in the best interest of public safety, ambulances or public safety personnel should **NOT** be responding to **non-activations** of medical alert alarms.

PROCEDURE: When a request is received from a medical alarm company by a dispatch center to send emergency medical services the following procedure shall be followed:

1. The dispatch center will ask if the subscriber activated their alarm. If so, then a response will be sent, based on the nature of the complaint.
2. If the alarm company asks for a response because the subscriber failed to check in, did not enter their alarm code at the prescribed time of day, or their telephone line is busy, the call shall be refused. Additionally, ambulances shall not be dispatched for complaints of broken medical equipment (i.e. wheel chair battery is dead, medication pump is alarming, etc.) or the subscriber "having a history of a medical problem" does not mean the patient has a current medical complaint.
3. Public Safety agencies may promulgate instructions to implement this Policy. If a public safety agency implements a Policy, an informational copy shall be filed with Nor-Cal EMS.

