

OKALOOSA COUNTY

EMERGENCY MEDICAL SERVICES

Standard Operating Procedure

Title:	Mutual Aid
Policy:	401.00
Purpose:	To provide OCEMS employees with planned procedures and guidance for managing and responding to mutual aid needs and requests outside the borders of Okaloosa County.

Policy:

1. **Responding To A Request From Another County**
 - a. In the event that Okaloosa 911/Communications receives a mutual aid request from another county, the Communications Supervisor will contact the EMS Shift Supervisor to determine the response.
 - b. If there are available resources in the county, which would constitute more than one available ambulance for service, the request for assistance should be provided.
2. **Requesting Mutual Aid From Another County**
 - a. All requests for mutual aid will be made through the 911/Communications Center and the EMS Shift Supervisor will advise the EMS Chief as soon as possible.
3. **Legal Issues While Performing Mutual Aid.**
 - a. All calls will be run according to Okaloosa County EMS Policy and Procedures.
 - b. Patient care will be conducted according to the Okaloosa EMS Protocols.
 - c. All liability is covered in the same manner as when running calls within Okaloosa County.
 - d. Patients cared for by Okaloosa EMS will be charged according to the OCEMS billing fees schedule, even if care was conducted in another county under mutual aid.
4. **Communications**
 - a. All standard communications will go through Okaloosa 911/Communications if possible via radio communication.
 - b. Cellular phone communication is authorized in the event radio communication is not possible.
 - c. EMS employees will communicate with the receiving hospital via standard the radio procedures. Ambulance cellular phone contact is authorized if radio communications cannot be achieved; however, hospital communication must be conducted via 911/Communications on recorded line.
 - d. In the event no contact is possible with Okaloosa County 911/Communications, then communication should be attempted by using either the primary radio communications with the county you are operating in, or by using the med radio.

Accountability and Compliance:

OCEMS has a responsibility to respond, when called upon to do so, to emergency calls in counties adjacent to Okaloosa County. All requests for mutual aid in adjacent counties will be handled by the

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EMS Shift Commander and the 911/Communications Center. The determination of availability of mutual aid will ultimately be at the discretion of the Shift Commander.

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