

**OKALOOSA COUNTY
EMERGENCY MEDICAL SERVICES
STANDARD OPERATING PROCEDURE**

Title: Unable to Locate Patient/Location of Call
Policy: 436.00
Purpose: To provide processes for EMS units arriving on scene and the patient/location cannot be located.

Policy:

All EMS personnel of the Department shall:

1. Respond directly to the location of the assigned call as provided by the Communications Center.
2. Upon arriving at the location of the assignment, make every attempt to locate the patient/incident by checking the immediate area before giving a final disposition.

In the event a patient/incident cannot be located the responding crew will:

1. Contact the dispatcher and request verification of the address/ location and particulars of the call.
2. If no further information is available and the information given is invalid or unfounded, and bystanders are obvious, interview them in regards to information received.
3. Advise the dispatcher of:
 - a. The final disposition of the call.
 - b. Availability status of the responding medic unit via radio.
4. The Communications Center shall:
 - a. Attempt to verify all information provided by the caller.
 - b. Relay any additional information obtained to the assigned medic unit.

A run report is required for all calls the dispatcher assigns a run number for. For unfounded calls, the PCR dispositions should be "No patient found" or "Cancelled on scene, no patient contact".

Accountability and Compliance:

1. The OCEMS Shift Training Officers will measure the compliance of each employee by daily audits of the dispatched runs. Any runs reports not completed, or miss written, will be sent out in a deficiency list to the crews involved to be managed by the crew's next shift.

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