

CITY OF MILWAUKEE FIRE DEPARTMENT

EMS Tiered Response



Fire Dispatch Receives The 911 Call

- ▶ Calls come into the MFD Dispatch Center 24hrs a day, seven days a week.



The Call is Triageed

- ▶ Priority Dispatch software is used to triage the call and give the caller directions.
 - For example: How to do CPR or stop bleeding while awaiting EMS.
- ▶ The call is triaged into one of three basic levels:
 - ALS (Advanced Life Support),
 - high level BLS (Basic Life Support) or
 - low level BLS



- The closest Fire **Paramedic Unit(s)** is dispatched. >>
- The closest **fire apparatus** is dispatched.



Higher Level BLS



- Fire apparatus is sent alone & the patient is further triaged.
- A private BLS ambulance is called to transport or
- A fire paramedic (ALS unit) is called.



Lower level BLS:



- MFD dispatchers send the call directly to the individual private ambulance dispatch computer.
- Each individual ambulance company then dispatches their BLS ambulances

