

1. SERVICE/S : EMERGENCY MEDICAL SERVICES (EXTERNAL)

Emergency Medical Services (EMS) is a sub-unit of RESCUE 1124 under the City Disaster Risk Reduction and Management Office in catering clients with Emergency Needs. To identify threats to clients lives and manage incidents.



Office or Divisions	CDRRMO
Classification	SIMPLE
Type of transaction	GOVERNMENT TO CLIENT
Who may avail	CITIZEN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No documentary requirements needed	No documentary requirements needed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client shall call the hotline number of the CDRRMO Operations Center, walk-in requests are also entertained	1. Dispatch Officer process call <ul style="list-style-type: none"> ➢ Identify type of incident ➢ Asks basic information (Nature of incident, exact location, name of caller) 	N/A	1 minute	Dispatch Officer on duty	
	2. Dispatching of EMS Unit		59 seconds	Dispatch Officer on duty	
	3. Monitoring of responding EMS unit and coordination with other concerned agencies			1 minute	Dispatch Officer on duty
	4. EMS Unit arrival at the scene			Average time : 8 minutes and may vary depending on road, weather & traffic condition	Transport Officer on duty
	5. On-scene patient care			10 minutes (Time of on-scene care depends on the type of incident, severity of injuries and other environmental factors)	Medical crew/aider on duty

	6. Reporting incident details to Operations Center		1 minute	Team Leader of the responding team
	7. Transporting of patient/s to definitive care		8 minute	Medical crew/aider on duty
	8. Endorsing patients to definitive care		1 minute	Medical crew/aider on duty
TOTAL:			30 minutes and 59 sec	