



External

1. SERVICENAME: EMERGENCY MEDICAL SERVICES

Description of the Service: 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 Division:	CDRRMO
Classification:	SIMPLE
Type of Transaction:	GOVERNMENT TO CLIENT
Who may avail:	CITIZEN

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



	<ol style="list-style-type: none">2. Dispatching of EMS Unit3. Monitoring of responding EMS unit and coordination with other concerned agencies4. EMS Unit arrival at the scene5. On-scene patient care6. Reporting incident details to Operations Center7. Transporting of patient/s to definitive care		<p>59 seconds</p> <p>1 minute</p> <p>Average time : 8 minutes and may vary depending on road, weather & traffic condition</p> <p>5 minutes (Time of on-scene care depends on the type of incident, severity of injuries and other environmental factors)</p> <p>1 minute</p>	<p>Dispatch Officer on duty</p> <p>Dispatch Officer on duty</p> <p>Transport Officer on duty</p> <p>Medical crew/aider on duty</p>
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	Endorsing patients to definitive care		8 minute	Team Leader of the responding team
			1 minute	Medical crew/aider on duty
				Medical crew/aider on duty
	TOTAL:		25 minutes and 59 sec	