Organisation name Site or unit		FORM Call triage and response record	
Document ID	EDP-FRM-001	**Version**	1.0
Status	Blank form, to adapt	**Issue date**	
Review date		**Replaces**	
Owner		**Approved by**	
Signature			

Form · EDP-FRM-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 7.2, 7.5

1. Purpose

The record of each emergency call: the times, the triage, the response and the outcome.

2. How to complete

- Complete for every call.
- Record the times as they happen.
- Record the outcome when known.

3. Record fields

Call ID	Time answered	Time from ring to answer (seconds)	Triage priority	Protocol used	Response (resource and time)	Outcome	Record complete (yes or no)

4. Evidence

Reference	Note
E-009	Based on the International Academies of Emergency Dispatch Medical Priority Dispatch System protocols.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

5. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

6. References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

Download this document as PDF