Policy · EDP-POL-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 7.1, 7.3

At a glance

- Every emergency call is answered within the set time, at all hours.
- The time to answer is measured on every call and reported each month.
- The nearest suitable resource is dispatched within the set time.
- Every dispatch time is measured, and the caller is given instructions while help is on the way.
- Stop and get help straight away if: calls are answered outside the set time without escalation, or a dispatch time is not measured.

1. Purpose

To make sure every caller in an emergency is answered, and that help is sent quickly (7.1, 7.3).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

The nearest suitable resource must reach the caller within a set time. Measuring dispatch time, and giving the caller clear instructions while they wait, closes the gap between call and arrival.

5. Responsibilities

Role	Responsibility	Competence
Operations manager	Owns the times and the monthly report	Management
Shift supervisor	Watches the queue and the times in each shift	Supervisor

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Answer.

- Answer each emergency call within the set time, and measure it on the call record (EDP-FRM-001).

Key point: Every call, every time.

Step 2. Dispatch.

- Send the nearest suitable resource, and record the dispatch time (EDP-REG-001).

Key point: Nearest suitable, within the time.

Step 3. Instruct.

- Give the caller clear instructions while help is on the way.

Key point: The caller is not left alone.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Calls answered within the set time	At least 90%	Monthly	Operations manager	Escalate to chief executive
Dispatches within the set time	At least 90%	Monthly	Operations manager	Escalate to chief executive

14. Records

Record	Kept in	Retention

Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
EDP-REG-001	Dispatch time register	Register
EDP-SOP-002	Dispatch and pre-arrival instructions	Procedure

17. Evidence

Reference	Note
E-009	Set times to be confirmed against the national emergency service standard.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

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

E-learning for this document

- Emergency Response During Transport (MT-06)
- **Safety Training Programme & Competency Assessment** (TRAIN-01)
- **Vehicle & Equipment Readiness for ASF Accreditation** (MT-01)

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)

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