Standard operating procedure (SOP) · EDP-SOP-002 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 7.3

At a glance

- Choose the nearest resource that is suitable for the priority.
- Dispatch within the set time, and record the time.
- Give the caller pre-arrival instructions for the condition.
- Keep the caller on the line until help arrives or the call is handed over.
- Stop and get help straight away if: a resource is not dispatched for a call, or the caller is ended without instructions.

1. Purpose

To send the right help quickly, and to keep the caller safe while it comes (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
Dispatcher	Chooses and sends the resource	Trained dispatcher
Call taker	Gives the pre-arrival instructions	Trained call taker

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. Choose.

- Choose the nearest resource suitable for the priority and check its status.

Key point: Nearest and suitable.

Step 2. Send.

- Dispatch and record the time (EDP-REG-001).

Key point: The time is measured.

Step 3. Instruct.

- Give pre-arrival instructions for the condition, as the protocol sets, until help arrives.

Key point: The caller is guided.

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
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
PTR-SOP-006	In-transit monitoring and dispatch updates	Updates

17. Evidence

Reference	Note
E-009	ASF Expert Committee consensus.
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)
- **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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