



Deschutes County 9-1-1 Service District Operations Manual	
Procedure: Air Ambulance Notification	
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4.17 Air Ambulance Notification

CAD will recommend an Auto-Launch of an air ambulance for certain calls. The air ambulance unit identifier will be displayed as a two-letter unit in the recommended units field of the CAD screen (AL for AirLink, etc.). Other times, the Duty Officer or Incident Commander (IC) will request notification or activation of an air ambulance. Utilize the following Air Ambulance procedures:

➤ **AirLink Auto-Launch:**

- If “AL” appears in the recommended units field, dispatch AirLink to the call.
- Call AirLink to request Auto-Launch activation.
- Be prepared to provide AirLink with the agency name, medic unit identifier, nature of the incident, landing zone (LZ), the LZ command identifier, and the weather conditions if known.
- Notify the first responding unit, or the Duty Officer, of the activation.
- Track AirLink’s status in CAD.

➤ **AirLink Notifications:**

- When requested to do so by a Duty Officer or field unit, contact AirLink to place them on Standby, Activate, or Stand Down.
- When calling to place AirLink on Standby, be prepared to provide AirLink with the agency name, medic unit identifier, and the nature of the incident. Standby allows the AirLink crew to prepare for Activation, should that be needed.
- When calling to stand down AirLink, advise the AirLink dispatcher as soon as possible that they can stand down.

➤ **Other Air Ambulance Notifications:**

- When AirLink is not available or out of service, CAD will recommend the next closest air ambulance. If you are not certain which air ambulance is next up, use the Recommend Unit (RU) commanding CAD and enter “AM,” for Air Medic, as the unit type.
- **Prior to Auto-Launching any other agency than Airlink, notify the IC or DO of which AirMedic is up next and act accordingly to the DO or IC’s instruction.**
- Contact the appropriate air ambulance company using the phone numbers located in the VESTA phone system.
- Whether it is an Auto-Launch or a notification, follow the same procedure for all other air ambulance companies that you would for AirLink, contacting the other air ambulance companies directly, via the VESTA phone system.