



CENTRAL DUPAGE HOSPITAL  
EMERGENCY MEDICAL SERVICES SYSTEM  
POLICY & PROCEDURES

TITLE: INFORMING 911 CALLER OF RESPONSE TIMES

SECTION: LEGAL

POLICY NUMBER: C-3

APPROVED BY: DR. STEVE GRAHAM EMS MEDICAL DIRECTOR

EFFECTIVE DATE: 01 JULY 2018

NUMBER OF PAGES: 1

**PURPOSE:**

To ensure that when requested, those in need, can request an updated estimated time of arrival (ETA) from the dispatching agency.

**POLICY:**

1. 911
  - a. When a patient has called 911 for medical care, they may request an ETA from the 911 center. When requested, the EMD shall contact the responding unit and ask for an ETA. This information shall be shared with the caller when requested.
2. Private EMS
  - a. When a patient, or facility has called a private ambulance service for care or transport, they may request an ETA from the private service. When requested, the call taker shall have the dispatcher contact the responding unit for an ETA. This information shall be shared with the caller when requested.

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