

Dispatch Operations

- BC Emergency Health Services (BCEHS) operates three separate, but integrated Dispatch Operations Centres in Vancouver, Victoria and Kamloops.
- BC Emergency Health Services (BCEHS) Dispatch Operations provides 9-1-1 call taking, dispatching, prioritizing and coordinating ground and air ambulance responses 24/7.
- The three dispatch centres work closely with the BC Patient Transfer Network (BCPTN) to coordinate all inter-facility patient transfers throughout British Columbia.
- BCEHS's three dispatch centres receive a total daily average of 1,700 requests for emergency response.
- Dispatchers are knowledgeable and highly trained professionals who work closely with partner agencies such as police, fire, search and rescue and coast guard to ensure that British Columbians have access to timely and effective care.
- Dispatch Operations coordinates the movement of paramedic crews (including helicopters and bike squads) to provide optimum coverage of resources and sharing of information to ensure the fastest response with the best possible medical care is available.
- BCEHS has more than 270 employees in the three dispatch locations, including support staff and management.

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Contact: BCEHS Communications
Media@bcehs.ca

Media Line: 778 867 7472