

POLICY #173: EMERGENCY MEDICAL DISPATCH

I. PURPOSE

- A. To establish operational guidelines for existing and new providers of emergency medical dispatch (EMD) services, which are located and/or authorized to operate in the County of San Luis Obispo. With the goal of protecting the health and welfare of citizens while maximizing the availability and use of resources

II. DEFINITIONS

- A. The Emergency Medical Dispatch Protocol Reference System (EMDPRS) is a medically approved protocol based system used by emergency medical dispatchers to interrogate callers, dispatch aid, and provide dispatch life support instructions during medical emergencies.

III. POLICY

- A. Any public safety dispatch agency wishing to be an approved EMD provider in the County of San Luis Obispo must submit a written request to the Emergency Medical Services Agency (EMS Agency). To initiate the application process, the dispatch agency will submit the following:
 - 1. The name of the agency's Emergency Medical Dispatch Coordinator
 - 2. A statement of agreement to comply with all EMS Agency policies and procedures related to EMD.
 - 3. A mechanism to ensure compliance with the continuing education requirement set forth by this policy.
 - 4. A statement of agreement to utilize and maintain the EMS Agency approved EMDPRS.
- B. The EMS Agency will review the documentation within in thirty (30) days of submittal for either approval or denial.
- C. The EMS Agency may deny, suspend or revoke EMD approval for failure to comply with established EMS Agency policies or procedures.

EMS AGENCY RESPONSIBILITIES

- A. The EMS Agency will audit the EMDPRS system on a periodic basis and evaluate the need for revision.
 - 1. Recommended changes or revisions will be sent to EMD provider agencies for input and review.
 - 2. If the suggested revision is approved, the revised card will be sent to each EMD provider agency's EMD Coordinator by the EMS Agency with written notification of the change, the effective date and/or additional training, as needed.

- B. The EMS Agency will evaluate an EMD agency's medical operations on an ongoing basis for compliance with EMDPRS through the EMS Agency EMD CQI program.
- C. An EMS Agency representative may observe operations at an EMD Center or request EMD related records at any time. Requests for EMD related records will be made to the EMD coordinator.

USE OF EMDPRS

- A. Every approved EMD Center will utilize the EMDPRS when trained dispatchers are available and system call volume permits.
- B. The approved EMD Center will not modify the EMDPRS.
- C. The approved EMD Center will be responsible for determining when use of the EMDPRS is suspended due to system overload or lack of trained dispatchers. .
- D. In the event that an accredited EMD Center temporarily suspends use of the EMDPRS all emergency medical calls will be dispatched in accordance with the dispatch center's policies.

EMERGENCY MEDICAL DISPATCHER QUALIFICATIONS

- A. Initial Qualifications
 - 1. Completion of an initial EMD training course, approved by the EMS Agency
 - 2. A current BLS CPR card
 - 3. Approval from PSAP EMD Coordinator

IV. AUTHORITY

- California Health and Safety Code, Sections 1797.204, 1797.206, 1797.220, 1797.252, 1798(a)(b).