EMERGENCY MEDICAL DISPATCH CENTER REQUIREMENTS *(San Bernardino County Only)*

I. PURPOSE

To establish ICEMA authorized Emergency Medical Dispatch (EMD) Centers to dispatch emergency medical services (EMS) resources and establish the minimum response levels of those resources.

Currently, Medical Priority Dispatch System (MPDS) is the only ICEMA recognized EMD program.

II. DISPATCH OPERATIONS

- EMD Dispatch Centers shall:

  ➢ Provide dispatch services necessary to receive and respond to requests for emergency and advanced life support (ALS) ambulance services and monitor system status.

  ➢ Be approved by the State of California as a public safety answering point (PSAP).

  ➢ Receive and process calls for emergency medical assistance from primary and secondary 9-1-1 PSAPs.

  ➢ Provide required data and reports to ICEMA.

- Emergency Medical Dispatchers shall:

  ➢ Determine the nature and severity of medical incidents consistent with MPDS protocols.

  ➢ Dispatch appropriate EMS resources.

  ➢ Provide post-dispatch and pre-arrival instructions to callers.

  ➢ Notify responding personnel and agencies of pertinent information.

  ➢ Monitor and track responding resources of their agency.

  ➢ Coordinate with law enforcement, first responders and other EMS providers as needed and provide education to enhance cooperation between agencies.

  ➢ Participate in the ICEMA Continuous Quality Improvement (CQI) process.

III. STAFFING

- The EMD Dispatch Center shall be staffed with sufficient NAEMD trained dispatchers to accomplish all dispatch and EMD functions as indicated by the CQI process.

- All dispatchers interrogating calls must be certified by the NAEMD.

- All emergency medical dispatchers shall receive the required amount of continuing dispatch education to meet NAEMD training standard.

IV. PROCEDURE

- Each dispatch center shall submit a completed EMD Center Application to ICEMA, which is on the ICEMA website at ICEMA.sbcounty.gov. This will include a response plan for each agency it services. Compliance with this policy will be reviewed by ICEMA every two (2) years. Any changes in service shall be reported to ICEMA immediately.

- All EMD Dispatch Centers that dispatch 9-1-1 medical response shall follow medical priority dispatch procedures that are compliant with NAEMD guidelines.

- All EMS providers using tiered response as detailed by NAEMD, shall provide the EMD Dispatch Center with a detailed response plan using the appropriate response codes that are compliant with NAEMD guidelines and ICEMA Reference #4100 - Medical Priority Dispatch Minimum Response Assignments for Emergency Medical Dispatch (EMD) Categories. The EMD Dispatch Center will then forward the response plan to ICEMA for review by the ICEMA Medical Director. Any changes must be authorized by ICEMA Medical Director.

- ICEMA local medical control approved cards are as follows:

MPDS Card #	Card Name	Approved Yes/No	Description	Special Instructions
Card 9	Cardiac Arrest/ Death	Yes	Authorized based on current protocols.	Follow ICEMA Reference #14250 and 14260.
Card 10	Aspirin Diagnostic and Instruction	Yes	Use of Aspirin prior to EMS arrival.	Approved for use throughout the ICEMA region.
Card 24	Pregnancy/ Childbirth	Yes	Authorized based on current protocols.	Follow ICEMA Reference #14210.
Card 28	Stroke	Yes	Authorized based on current protocols.	Follow ICEMA Reference #14080.
Card 33	Transfer	No		

V. CQI PLAN

- EMD Dispatch Centers shall submit a CQI plan to ICEMA following the model of the NAEMD. Data will be submitted at a frequency as determined by the CQI Committee to ICEMA as outlined in the CQI plan. Specific additional indicators may be determined by ICEMA as needed.

- EMD Dispatch Centers shall participate on the ICEMA EMD CQI Committee. Meetings will be held as needed to review the QI data and will include dispatch supervisors, data entry personnel, dispatch representatives and ICEMA representatives.

- Updates to the NAEMD authorized dispatch system must be implemented in a timely manner as soon as the education and hardware are completed and compatible and documentation of the re-training must be sent to ICEMA once complete.

- A quarterly QI report will be submitted to ICEMA as per the CQI plan. Indicators and education that were reviewed and completed will be documented in this report.

VI.   **REFERENCES**

<u>**Number**</u>   <u>**Name**</u>
4100   Medical Priority Dispatch Minimum Response Assignments for Emergency Medical Dispatch (EMD) Categories