



EMERGENCY MEDICAL DISPATCH

PURPOSE

To establish the standard by which emergency requests for emergency medical service are processed.

POLICY

1. All telephone requests for emergency medical care received in Monroe or Livingston counties must be processed using an Emergency Medical Dispatch (EMD) program. Such a program must assure the following:
 - a. EMD is used as an integral part of every EMS call receipt and dispatch process.
 - b. Emergency Medical Dispatchers handle all calls and are trained in the principles and procedures of EMD following the standards of a recognized curriculum.
 - c. A nationally recognized EMD reference system is used which includes standardized caller interrogation and pre-arrival instructions.
 - d. There are written policies and procedures for call receipt, call processing, and dispatch of resources based on the identified patient need. This should include the time frames for call processing, a priority assignment of resources based on need and availability, simultaneous dispatch of resources, ALS intercept, mutual aid, Mass Casualty Incidents, etc.
 - e. There are written policies for maintaining documentation including voice and text records compliant with any local, state, or federal requirements.
 - f. There are written policies and procedures for variance investigation and an EMD quality improvement program.
 - g. There is an identified physician Medical Director who is an active participant in the local EMS system and is familiar with EMD dispatch principles and the local EMS system. This physician shall also be responsible for the medical component and quality improvement of the EMD program.



- h. Emergency Medical Dispatch should be used to determine the level of response and that level should balance the need of the patient and risk to the community.

2. Any public safety agency (law enforcement, fire and emergency medical service) that does not refer calls for emergency medical care to an EMD-enabled Public Safety Answering Point must have in place a written policy outlining the process used to handle telephone requests for emergency medical care and providing pre-arrival instructions. This policy must be written with and approved by the agency Medical Director.