

# EMERGENCY MEDICAL DISPATCHER

<b>AUTHORITY</b> 2013	In accordance with Division 2.5 of the California Health and Safety Code, Section 1797.204, a local EMS agency shall plan, implement, and evaluate an emergency medical services system consisting of an organized pattern of readiness and response services based on public and private agreements and operational procedures.
<b>DEFINITION</b> 2013.1	The Emergency Medical Services Authority established EMD training guidelines in March 1986, and defined an Emergency Medical Dispatcher as: "Any person employed by an agency providing emergency medical dispatch service who has successfully completed an EMS Agency approved EMD training program that is consistent with these guidelines."
<b>POLICIES AND PROCEDURES</b> 2013.1	Emergency Medical Dispatchers may be certified by the Coastal Valleys EMS Region Emergency Medical Services Agency when the following conditions have been met.
<b>PREREQUISITES</b> 2013.2	Level 1 - None. Level 2 and 3 - Valid CPR card.
<b>CERTIFICATION</b> 2013.3	
<b>Original</b> 2013.3a	# Level 1 - At a minimum completion of Units 1-2-10. # Level 2 and 3 - Completion of Units 1 through 10. # Confirmation of successful completion of required training by a certified instructor approved by the EMS Agency. # Term - 2 years maximum.
<b>Challenge</b> 2013.3b	The EMS Agency may accept EMD certification from another agency or County if it is determined that the qualifications and training are comparable.
<b>RECERTIFICATION</b> <b>Minimum Allotted Time</b> 2013.4	
<b>Level 1</b> 2013.4a	# Update and refresher of the EMS system 1 hour per year. # Written and practical testing 1 hour prior to recertification. # Term - 2 years maximum.
<b>Level 2 and 3</b> 2013.4b	# Valid CPR card required. # Continuing Education in the 8 hrs. per year medical dispatch field as approved by the EMS Agency. # Written and/or practical testing 2 hrs. prior to recertification. # Term - 2 years maximum.
<b>Expired Certification</b> 2013.4cc	# Must be renewed within one year of expiration. # After one year of expiration, the application will be considered a new application and all qualifications and training requirements will be the same as a new applicant.

## EMERGENCY MEDICAL DISPATCHER CONTINUED

### DENIAL, SUSPENSION, REVOCATION 2013.5

Denial  
2013.5a

Reapply after 90 days

Suspension  
2013.5b

# Specified term

# Must reapply

Revoke  
2013.5c

# One year

# Must reapply

Hearing  
2013.5d

# Must be requested in writing within 10 working days of the notice of denial, suspension or revocation.

# Hearing Officer - EMS Coordinator

### TRAINING 2013.6

Level 1  
Call Routing  
2013.6a

# Medical Dispatcher Orientation 4 hours

# Basic Telecommunications 2 hours

# Written and Practical Testing 2 hours

Optional 3 Obtaining Information from Caller 2 hours

Optional 5 Providing Pre-arrival Instructions 8 hours

Level 2  
Priority Dispatching  
2013.6b

# Medical Dispatcher Orientation 4 hours

# Basic Telecommunications 2 hours

# Obtaining Information from Caller 2 hours

# Use of Medical Dispatch Priority Reference System 8 hours

# Providing Pre-arrival Instructions 8 hours

# Medical/Legal Considerations 2 hours

# Allocation of Local EMS Resources 2 hours

# Practical Lab 8 hours

# Multicasualty Incidents and Disaster procedures 2 hours

# Written and Practical Testing 2 hours

Level 3  
Call Screening  
2013.6c

# Medical Dispatcher Orientation 4 hours

# Basic Telecommunications 2 hours

# Obtaining Information from Caller 2 hours

# Use of Medical Dispatch Priority Reference System 8 hours

# Providing Pre-arrival Instructions 8 hours

# Medical/Legal Considerations 2 hours

# Allocation of Local EMS Resources 2 hours

# Practical Lab 8 hours

# Multicasualty Incidents and Disaster Procedures 2 hours

# Written and Practical Testing 2 hours

DATE: April 2000  
REVIEW: June 2002