



Administrative Policy		2101
Effective April 1, 2018		Expires March 31, 2019
Policy: Emergency Medical Dispatch	Approval: Medical Director Reza Vaezazizi, MD	Signed
Applies To: EMD Provider, EMS System	Approval: REMSA Director Bruce Barton	Signed

PURPOSE

To identify the minimum requirements for an agency to be approved as an emergency medical dispatch (EMD) provider pursuant to the California Health & Safety Code Section 1797.220, and the State of California Emergency Medical Services Dispatch Program Guidelines (March 2003, EMSA #132).

AUTHORITY

[California Health and Safety Code - Division 2.5: Emergency Medical Services \[1797. - 1799.207.\]](#)
[California Code of Regulations, Title 22. Social Security, Division 9. Prehospital Emergency Medical Services](#)

Emergency Medical Dispatch

1. Only those agencies with a written agreement with the Riverside County Emergency Medical Services (EMS) Agency may operate as an emergency medical dispatch provider:
 - a. No provider agency, public safety answering point or other agency answering requests for emergency medical response will engage in emergency medical dispatching unless that agency has a written agreement with the Riverside County EMS Agency acknowledging the requirement to operate within the framework of the guidelines issued by the California State EMS Authority and the Riverside County EMS Agency
 - b. EMD service providers will provide this service 24 hours a day, seven days a week except under certain circumstances such as infrequent dispatcher work overload or under disaster conditions as specified by the State of California Government Code, California Emergency Services Act, Chapter 7, Division 1, Title 2, Section 8558
2. All EMD providers operating within Riverside will ensure that their dispatchers have successfully completed an approved EMD Training Program certified by National Academies of Emergency Dispatch (NAED).
3. All REMSA approved EMD providers shall attain Accredited Center of Excellence (ACE) by the National/International Academies of Emergency Dispatch within two years of approval. Currently approved REMSA EMD providers are required to attain ACE within two years from the effective date of this policy.
4. The EMD Provider Agency will establish policies and procedures through its continuous quality improvement program, consistent with the emergency medical dispatcher scope of practice that includes, but is not limited to:
 - a. Ensuring the EMD call answering point maintains direct access to the calling party
 - b. Providing systematized caller interview questions
 - c. Providing systematized post-dispatch and pre-arrival instructions
 - d. Establishing protocols that determine vehicle response mode and configuration based on the emergency medical dispatcher’s evaluation of injury or illness severity
 - e. Establishing a call classification system, for quality assurance and statistical analysis;
 - f. Establishing a written description of the communications system configuration for the service area including telephone and radio service resources
 - g. Establishing a record-keeping system, including report forms or a computer data management system to permit evaluation of patient care records to ensure emergency medical dispatcher compliance with the Emergency Medical Dispatch Protocol Reference System (EMDPRS), and timeliness of interview questions and dispatch
5. Emergency Medical Dispatch Protocol Reference System (EMDPRS):

- a. An EMD Program shall implement NAED's recognized EMDPRS Medical Priority Dispatch System™ (MPDS) utilizing ProQA™
6. The emergency medical dispatcher scope of practice includes any or all of the following duties and responsibilities:
- a. Receiving and processing calls for emergency medical assistance
 - b. Determining the nature and severity of medical incidents
 - c. Prioritizing the urgency of the response
 - d. Dispatching appropriate emergency medical services (EMS) resources
 - e. Giving post-dispatch and pre-arrival instructions to callers at the scene of an emergency
 - f. Relaying pertinent information to responding personnel
 - g. Coordinating with public safety and EMS providers as needed
 - h. Other medical activities as approved by the EMD medical director
7. Medical Direction and Oversight:
- a. The EMD Provider Agency will employ, contract, or designate the services of a physician medical director (which may include a Local EMS Agency [LEMSA] Medical Director), who will provide medical oversight for all medical aspects of the EMD program including:
 - i. The EMDPRS
 - ii. The EMD Training Program
 - iii. Continuing Dispatch Education program
 - iv. Compliance Standards
 - v. Policies and procedures
 - vi. Continuous quality improvement program
 - vii. Risk management functions
 - viii. Records management
 - b. The EMD medical director will:
 - i. Be licensed as a physician in California, board certified or qualified in Emergency Medicine
 - ii. Possess knowledge of EMS systems in California and of the local jurisdiction
 - iii. Be familiar with dispatching systems and methodologies
 - c. The EMD medical director will be responsible for ensuring that the Agency's EMD Program is established in accordance with state and local guidelines and policies.
 - d. The EMD medical director will be responsible for the:
 - i. Approval of the EMD training program and participating in ongoing evaluation and review of those programs
 - ii. Approval and oversight of the continuing dispatch education program
 - iii. Design of medical aspects of the emergency medical dispatcher orientation and performance evaluations
 - iv. Evaluation of the medical care, post-dispatch and pre-arrival instructions rendered by EMD personnel
 - v. Approval of the EMDPRS to be utilized
 - vi. Review of all continuous quality improvement, training and risk management functions in the Agency's Continuous Quality Improvement (CQI) plan, including the establishment and monitoring of programs designed to correct identified medical quality issues
 - vii. Participation in the local EMS system CQI process
8. EMD Program Administration:
- a. All EMD providers operating within Riverside County will employ an EMD Program Coordinator, who will be a person qualified by education and experience in the EMD and CQI process. Nothing in this section prohibits the same individual from being responsible for more than one function if so qualified. Duties of the Program Coordinator, in coordination with the case reviewer, will include but not be limited to:
 - i. Administering the dispatch program
 - ii. Coordinating all clinical and field activities related to the program

- iii. Ensuring that all emergency medical dispatchers employed by the provider meet all continuing education and update requirements as needed to maintain continuous certification by the provider agency
 - iv. Assuring that all aspects of the training program are in compliance with state and county laws and policies
 - v. Be the authorized point of contact for all matters relating to the EMD program
 - vi. Review the EMD program at least annually, retaining records to that effect for a period of four years
9. Records Management:
- a. The EMD Provider Agency will maintain a copy of the basic EMD training program course completion record in the individual emergency medical dispatcher's training file
 - b. The EMD Provider Agency will maintain a record of "in-house" EMD CDE topics, methodologies, date, time, location, and the number of CDE hours completed for each session of CDE in the individual emergency medical dispatcher's training file
 - c. The EMD Provider will maintain a copy of EMD CDE program course completion records from an approved EMD training program provider in the individual emergency medical dispatcher's training file
 - d. Each EMD Provider Agency will retain compliance-to-protocol reports as required by law
10. EMD providers requesting approval of their Emergency Medical Dispatcher Program in Riverside County must submit an application to the Riverside County Emergency Medical Services Agency in accordance with state guidelines and will include:
- a. A complete set of protocols to be utilized by the provider emergency medical dispatchers
 - b. The name of the Program Coordinator
 - c. The name (s) of the Case Reviewer(s), if different from above
11. Program approval or disapproval will be made by the Riverside County EMS Agency in writing within 90 days of receipt of all required program documentation:
- a. Program approval will be for a period of two years initially, and four years thereafter
 - b. Noted program deficiencies must be corrected within 60 days of notification
 - c. All program material is subject to periodic review, as deemed necessary by the EMS Agency
12. All approved EMD Providers must reapply for program approval a minimum of 90 days prior to the end of the program's two year start date. The approval request will contain at a minimum:
- a. Continuing program approval or disapproval will be made by the Riverside County EMS Agency in writing within 60 days of receipt of all required program documentation
 - b. Continuing review will be four years from the end of the current approval period
13. The Program Coordinator must notify the Riverside County EMS Agency, in writing 30 days in advance of any program operational changes including, but not limited to:
- a. Any changes in the EMDPRS
 - b. Any changes in the wording of questions/statements utilized by emergency medical dispatchers
 - c. A list of substantial program changes not previously submitted since the last approval
 - d. Any substantial administrative changes not previously submitted during the last approval period