

	3301	<b>Emergency Medical Dispatch Program Requirements</b>
Nor-Cal EMS Policy & Procedure Manual		Provider Requirements
Effective Date: 07/28/2020		Next Revision: 08/01/2022
Approval: Jeffrey Kepple MD – MEDICAL DIRECTOR		SIGNATURE ON FILE

## Authority

Health and Safety Code Division 2.5, California Code of Regulations, Title 22, Division 9.

## Purpose

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 Nor-Cal EMS region.

## General Provisions

1. Implementation of an Emergency Medical Dispatch Program:
  - A. The decision to implement an Emergency Medical Dispatch (EMD) program shall reside at the lowest level of local government responsible for public safety dispatch services.
  - B. Implementation of an EMD program shall be coordinated with the Nor-Cal EMS Medical Director.
  - C. The Nor-Cal EMS Medical Director is recognized as Medical Control of EMD programs, EMD providers, training policies, procedures, and protocols.
  - D. A Nor-Cal EMS Provider agreement.
2. EMD programs may be provided utilizing pre-arrival instructions only or may incorporate, through the use of standardized caller interrogation questions, a Medical Priority Dispatch System (MPDS) process to determine the response Priority, type and the appropriate number of resources assigned to an incident.
3. All EMD programs shall establish and participate in the Nor-Cal EMS Continuous Quality Improvement (CQI) program and comply with Policy: Prehospital Continuous Quality Improvement Program
  - A. Each CQI program shall have a case reviewer who will meet one of the requirements:
    - a. The Case reviewer shall be an emergency medical dispatcher with at least two years of practical experience within the last five years, and who has received specialized training in the case review process.
    - b. A currently licensed or certified physician, registered nurse, physician assistant, EMT-P, AEMT, or EMT, who has at least two years of practical experience within the last five years in pre-hospital emergency medical services with a basic knowledge of emergency medical dispatch, and who has received specialized training in the case review process.
  - B. The Case reviewer shall work cooperatively to provide data to Nor-Cal EMS, assuring CQI compliance.
  - C. Performance will be reviewed via audio recordings, dispatch records and applicable field records.
  - D. CQI records shall be kept for a minimum of 365 days or as required by law, evidentiary requirements or pending litigation.
4. Dispatch centers wanting approval of an EMD program shall submit a written request to Nor-Cal EMS including the following information:
  - A. An EMD Program shall include an EMDPRS selected by the EMD Provider Agency and approved by the EMD Medical Director.  
 The EMDPRS (Emergency Medical Dispatch Protocol Reference System) 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.
  - B. A description of the plan showing when and how the EMD program will be used and its associated CQI program.
  - C. Qualifications of the EMD program administrator.
  - D. Qualifications of the CQI Coordinator.
5. Program approval or disapproval will be made by the Nor-Cal EMS in writing within 90 days of receipt of all required program documentation:
  - A. If EMD services are denied, written response with the reasons of denial will be outlined, and recommendations of changes to become compliant and therefore receive approval will be given.