## Central DuPage Emergency Medical Services System

# **Emergency Medical Dispatcher**

EMS MEDICAL DIRECTOR:
EMSS COORDINATOR:

#### **PURPOSE:**

To define Emergency Medical Dispatcher (EMD) EMS System participation requirements, certification requirements for IDPH, protocols, initial education program requirements, recertification requirements, agency system participation, revocation/suspension, and waiver provisions to participate in the Central DuPage Hospital Emergency Medical Services System.

#### **POLICY:**

EMD Agencies desiring to participate in the Central DuPage EMS System must follow the IDPH Administrative Rules and Regulations Section 515.710 and the policy and procedures of the Central DuPage Emergency Medical Service System.

- I. CDEMSS Participation Requirements
  - A. The EMD agency must submit a written application for participation in the EMS System following the Administrative Rules & Regulations Section 515.810.
  - B. The EMS Medical Director (EMSMD) shall review the application and approve or deny the application based on the EMS System Program needs. If approved, the EMSMD will submit a letter to IDPH requesting the EMS System Plan be modified and approved.
  - C. The EMD agency will assign a representative to attend the quarterly Chiefs/Administrator Council meetings.
- II. Emergency Medical Dispatcher (EMD) Certification
  - A. To apply for certification as an Emergency Medical Dispatcher (EMD), the individual shall submit the following to the EMS Office:

- A completed Emergency Medical Dispatcher certification form that includes name, address, and employer of the Emergency Medical Dispatcher.
- 2. Documentation of successful completion of a training course in emergency medical dispatching meeting or exceeding the national curriculum of the United States Department of Transportation for EMS Dispatchers or its equivalent.
- 3. An individual who is registered as an Emergency Medical Dispatcher on February 1, 2003, and meets the qualifications of the Administrative Rules & Regulations shall be certified as an Emergency Medical Dispatcher.
- 4. Reciprocity shall be granted to an individual who is certified as an Emergency Medical Dispatcher in another state and who meets the requirements of Administrative Rules & Regulations.
- 5. An individual who is certified or recertified by a national certification agency shall be certified as an Emergency Medical Dispatcher if he/she meets the requirements of the Administrative Rules & Regulations.
- 6. The certification shall be valid for a period of four years.
- 7. A certified EMD shall notify the EMS Office and IDPH within thirty (30) days after any changes in name, address or employer.

  Notification may be in person or by mail, phone, fax or electronic mail.
- 8. A person may not represent himself or herself, nor may an agency or business represent an agent or employee of that agency or business, as an Emergency Medical Dispatcher unless certified by IDPH as an Emergency Medical Dispatcher.

#### III. EMD Protocols

A. The Emergency Medical Dispatcher shall use the IDPHapproved Emergency Medical Dispatcher priority reference system (EMDPRS) protocol selected for use by his/her agency and approved by the EMS Medical Director. Prearrival support instructions shall be provided in a non-discriminatory manner and shall be provided in accordance with the EMDPRS established by the EMS Medical Director. EMD Protocols shall include:

- Complaint-related question sets that query the caller in a standardized manner.
- 2. Pre-arrival instructions associated with all question sets.
- Dispatch determinants consistent with the design and configuration of the EMS System and the severity of the event as determined by the question sets.
- 4. Post-dispatch instructions with all question sets.
- B. If the dispatcher operates under the authority of an Emergency Telephone System Board established under the Emergency Telephone System Act, the protocols shall be established by the Board in consultation with the EMS Medical Director.
- C. The EMD shall provide prearrival instructions in compliance with protocols selected and approved by the System's Medical Director and approved by IDPH.
- D. The Department and the EMS Medical Director shall approve EMDPRS protocols that meet or exceed the requirements of subsection (b)(2) and the National Highway Traffic Safety Administration (NHTSA) Emergency Medical Dispatch: National Standard Curriculum (1996); available from the U.S. Government Printing Office, P.O. Box 371954, Pittsburgh, Pennsylvania 15250-7954; no later editions or amendments are included.

### IV. EMD Recertification

- A. To apply for recertification, the EMD shall submit the following to the Department at least 30 days prior to the certification expiration date:
  - 1. An approval signed by the EMS Medical Director and recommending recertification.
  - 2. Proof of completion of at least 12 hours annually of medical dispatch continuing education.
- B. An EMD who has not been recommended for recertification by the EMS Medical Director shall independently submit to IDPH an application for recertification. The EMS Medical Director shall provide the EMD with a copy of the appropriate form to be completed.

- V. Emergency Medical Dispatcher Training Program
  - A. The IDPH approved Emergency Medical Dispatch training programs shall be conducted in accordance with the standards of the National Highway Traffic Safety Administration Emergency Medical Dispatch: National Standard Curriculum or equivalent.
  - B. Applications for Emergency Medical Dispatcher training programs shall be submitted to the EMS Coordinator and EMS Medical Director for approval. The approved application will then be sent to IDPH for approval. The application shall contain, at a minimum, the name of the applicant, agency and address, type of training program, lead instructor's name and address, and dates of the training program.
  - C. Applications for approval, including a copy of the class schedule and course syllabus, shall be submitted at least 60 days in advance of the first scheduled class. A description of the textbook being used and passing score for the class shall be included with the application.
  - D. All education, training, and continuing education courses for Emergency Medical Dispatcher shall be coordinated by at least one approved EMS Lead Instructor. The EMS Lead Instructor shall be approved by the Department based on the requirements of Section 515.700.
  - E. Emergency Medical Dispatcher training programs shall be conducted by instructors licensed by the Department as an EMT-B, EMT-I, or EMT-P who:
    - 1. Are, at a minimum, certified as emergency medical dispatchers.
    - 2. Have completed a IDPH approved course on methods of instruction.
    - 3. Have previous experience in a medical dispatch agency; and
    - 4. Have demonstrated experience as an EMS instructor.
    - 5. Any change in the EMD training program's EMS Lead Instructor shall require that an amendment to the application be filed with IDPH.
    - 6. Questions for all quizzes and tests to be given during the EMD training program shall be prepared by the EMS Lead Instructor and available for review by IDPH upon the Department's request.

- 7. All approved programs shall maintain class and student records for seven years, which shall be made available to IDPH for review upon request.
- VI. Emergency Medical Dispatch Agency Certification
  - A. To apply for certification as an Emergency Medical Dispatch Agency, the person, organization or government agency that operates an Emergency Medical Dispatch Agency shall submit the following to the Department:
    - 1. A completed Emergency Medical Dispatch Agency certification form that includes name and address.
    - Documentation of the use on every request for medical assistance of an emergency medical dispatch priority reference system (EMDPRS) that complies with this Section and is approved by the EMS Medical Director and:
    - 3. Documentation of the establishment of a continuous quality improvement (CQI) program under the approval and supervision of the EMS Medical Director. The CQI program shall include, at a minimum, the following:
      - A quality assistance review process used by the EMD agency to identify EMD compliance with the protocol;
      - b. Random case review;
      - c. Regular feedback of performance results to all EMDs;
      - d. Availability of CQI reports to the EMS System and IDPH upon request; and
      - e. Compliance with the confidentiality provisions of the Medical Studies Act [735 ILCS 5/8-2101].
  - B. A person, organization, or government agency may not represent itself as an Emergency Medical Dispatch Agency unless the person, organization, or government agency is certified by the Department as an Emergency Medical Dispatch Agency.
- VII. Emergency Medical Dispatch Agency Recertification
  - A. To apply for recertification, the Emergency Medical Dispatch Agency shall submit an application to the Department, on a form prescribed by the Department, at least 30 days prior to the certification expiration date.

- VIII. Revocation or Suspension of EMD or EMD Agency Certification
  - A. The EMS Medical Director shall report to IDPH whenever an action has taken place that may require the revocation or suspension of a certificate issued by the Department.
  - B. Revocation or suspension of EMD or EMD Agency certification shall be in accordance with the CDEMSS System Participation Suspension & Review Board Policy.
- VIX. Waiver of Emergency Medical Dispatch Requirements
  - A. The EMS Medical Director must review and approve all waiver requests prior to submission to IDPH for approval. IDPH may modify or waive EMD requirements based on:
    - 1. The scope and frequency of dispatch activities and the dispatcher's access to training; or
    - 2. Whether the previously attended dispatcher training program merits automatic recertification for the dispatcher.
  - B. All waiver requests must follow Section 515.150 of the Administrative Rules & Regulations.

## X. Exemption

- A. The following individuals are exempt from the requirements of the IDPH Administrative Rules and Regulations Section 515.710 Emergency Medical Dispatcher:
  - Public safety dispatchers who only transfer calls to another answering point that is responsible for dispatching of fire and/or EMS personnel;
  - Dispatchers for volunteer or rural ambulance companies providing only one level of care, whose dispatchers are employed by the ambulance service and are not performing call triage, answering 911 calls or providing pre-arrival instructions.