



Emergency Medical Services Agency Prehospital Care Manual **Policy 306**

EMERGENCY MEDICAL DISPATCH PROGRAM PROPOSAL

Effective Date January 22, 2007
Replaces July 1, 1995

Resources
None

I. Purpose

To establish standardized criteria for the approval of Emergency Medical Dispatch (EMD) programs that is consistent with applicable State guidelines.

II. Levels of Emergency Medical Dispatching

- A. Level I - Dispatcher determines that a medical response is requested, and either transfers the caller to the Central Medical Emergency Dispatch (C.M.E.D) communications facility, or collects the necessary information and contacts the C.M.E.D. to request a full emergency medical response. In all cases, a medical response is dispatched. This level may include delivery of pre-arrival instructions.

- B. Level II - Dispatcher is responsible for determining, through key medical questions, whether the call is emergent or non-emergent. The dispatcher takes action on the request, using pre-established guidelines, determining the level and type of response. In all cases, a medical response is dispatched. This level includes delivery of pre-arrival instructions.

- C. Level III - In addition to performing all the functions of a Level II dispatcher, a Level III dispatcher determines whether a medical response is needed, and may dispatch an alternative resource or make the determination that no resource will be sent.

III. Program Proposal

- A. The Agency authorizes Level I and Level II Emergency Medical Dispatch programs ONLY.
- B. Any Santa Clara County public safety communications operation wishing to add Level I or Level II Emergency Medical Dispatching (EMD) to their operation must submit for approval a written proposal to the Agency.
- C. The proposal must contain, at a minimum:
 - 1. A description of the geographic area to be served.
 - 2. A justification for the implementation of EMD.
 - 3. The name and complete description of the EMD program the agency intends to utilize. The program must have a medical director.
 - 4. An agreement for dispatcher training with an approved EMD training program, or a completed EMD Training Program if the agency plans to train its own personnel.
 - 5. A comprehensive quality assurance/quality improvement plan that includes participation on the Santa Clara County EMD Quality Improvement Board, and an agreement to system wide conformity of pre-arrival instructions.

The Agency will notify the requestor of intent to approve or deny the application within forty-five (45) days of receipt of application. The "notice of intent" shall include any reasons for approving or denying the application.