

EMERGENCY MEDICAL DISPATCH

PURPOSE

To delineate requirements and practices for emergency medical dispatch and dispatchers with the goal of protecting the health and welfare of citizens and maximizing the availability and use of resources.

DEFINITIONS

- A. *Emergency Medical Dispatch* is the practice of utilizing trained and certified personnel to receive and manage requests for emergency medical response using an approved emergency medical dispatch protocol reference system, and the provision of pre-arrival instructions to callers at the scene of a medical emergency and to dispatch appropriate levels of response according to pre-established guidelines.
- B. *Emergency Medical Dispatchers* are persons who have completed an approved EMD training course, are EMD certified and employed by a designated EMD provider agency.

POLICY

- A. The Marin County Sheriff's Office (MCSO), Communications Division, is the sole EMD provider within Marin County.
- B. All "911" calls for medical assistance will be handled by currently certified Emergency Medical Dispatchers. In the event that a request for medical assistance is received via a local agency 'business line', the caller will be transferred or conferenced in to the Marin County Sheriff's Office Communications Center. If it is not possible to transfer the caller, the person handling the call will confirm address, phone number and chief complaint. The person will then notify Marin County Sheriff's Office Communications Center and provide the information to an EMD dispatcher. The MCSO dispatcher will attempt to call back the reporting party and start appropriate resources to the scene.
- C. Dispatchers will utilize authorized protocols and procedures using the approved emergency medical dispatch protocol reference system to determine the recommended response or pre-arrival instructions. The dispatch center must use the most current EMD protocols available. When updated EMD protocols are available, the dispatch center shall have 1 year to implement the update.
- D. Policies and procedures related to program approval, certification and recertification processes, dispatch guidelines, and quality assurance issues will be developed and monitored by the EMS Agency's Medical Director in conjunction with the Sheriff's Office Communications Division.
- E. EMS aircraft will be dispatched in accordance with Policy 5100 "EMS Aircraft".