

**EMERGENCY MEDICAL DISPATCH  
RECERTIFICATION**

**I. PURPOSE**

To delineate the recertification requirements for Emergency Medical Dispatchers.

**II. POLICY**

All medical "911" calls or requests for medically related assistance will be handled by persons trained in emergency medical dispatching and certified as Emergency Medical Dispatchers according to the standards established by the EMS Agency of Marin.

**III. PROCEDURE**

A. To recertify, the Emergency Medical Dispatcher must meet the following requirements:

1. Show proof of current CPR certification
2. Complete four (4) hours of ride-along time with an ALS provider in Marin County over the past two (2) years or four (4) hours observation in a base hospital ED.
3. Attend four (4) hours of paramedic tape review during the past two (2) years.
4. Attend a four (4) hour recertification class approved by the EMS Agency
5. Show proof of forty-eight (48) call audits using the audit report sheets during the past two years.
  - a. Call audits may be done by more than one dispatcher at a time and all may receive credit for the review.
  - b. Dispatchers are responsible for maintaining their own records of calls audited, but each audit sheet must be verified by the supervisor on duty.
  - c. Audits must include at least two calls from each of the required audit categories
6. Submit proof of the above, with any required fees, to the EMS Agency prior to the expiration date of the certification.