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|  | COUNTY OF SACRAMENTO EMERGENCY MEDICAL SERVICES AGENCY | Document # | 2501.04 |
| | <u>PROGRAM DOCUMENT:</u> Emergency Medical Dispatch Priority Reference System (EMD PRS) | Initial Date: | 06/24/16 |
| | | Last Approved Date: | 02/04/23 |
| | | Effective Date: | 05/01/23 |
| | | Next Review Date: | 06/01/24 |

Signature on File

EMS Medical Director

Signature on File

EMS Administrator

Purpose:

- A. To establish minimum standards and requirements for entities that provide Emergency Medical Dispatch (EMD) services in the County of Sacramento.

Authority:

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

Policy:

- A. Emergency Medical Dispatch Priority Reference System (EMD PRS):
 - 1. Sacramento County Emergency Medical Service Agency (SCEMSA) requires that any dispatch entity that accepts calls for emergency medical assistance from the public and/or medical personnel shall use an approved EMD PRS.
 - 2. SCEMSA shall identify one or more EMD PRS approved for use by entities.
 - 3. Any EMD PRS used by the entries shall be approved by SCEMSA;
 - 4. Each entity shall utilize the most current version of the SCEMSA approved EMD PRS;
 - 5. The EMD PRS shall not be amended outside PRS standard without first obtaining prior written authorization from SCEMSA, the EMD Medical Director, and if applicable, the EMD PRS vendor; and
 - 6. Any PRS protocol requiring medical director approval shall be signed by EMD medical director and submitted to SCEMSA
 - 7. The EMD PRS shall be used on every request for medical assistance.

EMD Entity Requirements:

- A. An EMD entity shall meet the requirements as outlined in this policy to be an approved EMD Entity by the SCEMSA.
- B. EMD Entity Certification:
 - 1. A business, organization, or government entity may not represent itself as an EMD entity unless the business, organization, or government entity is certified by the SCEMSA as an emergency medical dispatch agency.

2. Each certified entity shall provide SCEMSA with the following:
 - a. An annual notification of the EMD PRS chosen for utilization in the coming twelve (12) months;
 - b. A certification that the EMD PRS has not and will not be amended except in accordance with the requirements set forth as outlined in EMD PRS B.3 above.
- A. Record Keeping:
1. EMD entity shall establish a record-keeping system that may consist of report forms or a computer based data management system.
 2. EMD entity shall keep records of satisfaction for review by the SCEMSA for a period of not less than two (2) years and one (1) day for:
 - a. Audits
 - b. Certification
 - c. Continuing education
 3. EMD data base or record keeping system must, at a minimum, be capable of storing compliance scores for each EMD performance area as follows:
 - a. Address
 - b. Phone number
 - c. Consciousness
 - d. Breathing verification
 - e. Chief Complaint/Incident Type selection
 - f. Systematized interrogation questions
 - g. Post-dispatch instructions
 - h. Pre-arrival instructions
 - i. Dispatch code selection
 - j. Customer Service score
 - k. Overall or aggregate performance score
 4. EMD entities must retain audio files as mandated by the Health Insurance Portability and Accountability ACT (HIPAA) Federal statute.
 5. EMD entities that dispatch calls for medical assistance shall employ an EMD Medical Director.
 6. Each EMD entity that dispatches calls for medical assistance shall employ EMD Certified Dispatchers.
 7. EMD entity shall establish a continuous QA and QI program per PD# 7600 – Quality Improvement.

EMD Medical Director Requirements:

- A. The EMD Medical Director shall be:
1. A license Physician in California.
 2. Board Certified or eligible in Emergency Medicine or a physician with > 5 years' experience in prehospital healthcare.
 3. Possess Knowledge of EMS Systems in California and the local jurisdiction.

- B. The EMD Medical Director is responsible for the following:
 - 1. Review, approve, and oversee the following:
 - a. EMD PRS
 - b. EMD Training Program
 - c. Quality Assurance/Improvement Program
 - d. Continuing Dispatch Education Program
 - 4. Evaluate the medical care, post-dispatch and pre-arrival instructions rendered by EMD personnel.
 - 5. Participate in EMD Oversight Committee(s).
 - 6. Participation in SCEMSA QIP process.

EMD Dispatcher Requirements:

- A. Certification:
 - 1. Possess a current, basic CPR card issued by the American Heart Association or American Red Cross (or equivalent to the standards of) for adult and pediatric cardiopulmonary resuscitation; and
 - 2. Successfully complete an EMD PRS-approved training course relevant to where he or she will be employed.
 - 3. The effective date of the initial certification shall be the day the requirements were fulfilled.
 - 4. The certification shall be valid for two (2) years from the last day of the month in which it was issued.
- B. Recertification: All EMD Dispatchers shall maintain an active certification.
 - 1. Complete and submit an EMD recertification application;
 - 2. Complete a total of 24 hours of Continuing Dispatch Education (CDE) during the two (2) year recertification period; and
 - 3. Submit proof of having successfully recertified as an EMD through an EMD PRS approved organization.