PURPOSE

To define the requirements to become a licensed Emergency Medical Dispatcher.

MISSION / VALUES RATIONALE

This policy is aligned with the Mission and Values for Presence Health. Our mission calls us to provide compassionate, holistic care with a spirit of healing and hope for all persons in the communities we serve. Our ministry is an enduring sign of our Core Values of HOPE, to instill us with integrity, inspire us to interconnect with each other, encourage us to honor diversity and dignity of each individual and empower us to always strive for exceptional performance to our patients/residents and to best serve those in need.

SPECIAL INSTRUCTIONS/FORMS TO BE USED

N/A

PROCEDURE

I. An individual who acts as an Emergency Medical Dispatcher must register with IDPH by August 1, 2000 except for:

   A. Public safety dispatchers who transfer calls to another answering point that is responsible for dispatching of fire and/or EMS personnel; or

   B. 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.

II. To apply for registrations as an Emergency Medical Dispatcher, the individual must submit the following to IDPH:

   A. A completed Emergency Medical Dispatcher registration form that includes name, address, System affiliation, and employer of the Emergency Medical Dispatcher.

   B. Documentation of successful completion of a dispatching course meeting or exceeding the National Standard Curriculum for EMS dispatchers or its equivalent.
III. Persons who have already completed a course of instruction in emergency medical dispatch based on, equivalent to or exceeding the national curriculum of the United States Department of Transportation, or as otherwise approved by IDPH, shall be considered Emergency Medical Dispatchers on July 19, 1995.

IV. An individual acting as an Emergency Medical Dispatcher who does not meet the requirements of section C above, must comply with the following until he/she is registered with IDPH:

A. He/she shall act in accordance with an approved EMS System Program Plan; and
B. His/her work performance shall be evaluated at one month after employment and at six-month intervals thereafter by the EMSMD or his/her designee.

V. If the Emergency Medical Dispatcher provides both adult and pediatric pre arrival medical instructions to the caller, such instruction shall be provided in accordance with protocols established by the EMS Medical Director of the EMS system in which the dispatcher operates. 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 consultations with the EMS Medical Director.

VI. A registered Emergency Medical Dispatcher shall notify the Department within 10 days after in changes in name, address, employer, or system affiliation.

VII. Emergency Medical Dispatcher Training Program

A. Applications for approval of Emergency Medical Dispatcher (EMD) training programs shall be filed with the Department on forms prescribed by the Department. The applications shall contain, at a minimum, the name of the applicant, agency and address, type of training program, lead instructors name and address, and dates of the training program.

B. 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 schedule class. A description of the textbook being used and passing score for the class shall be included with the applications.

C. The Emergency Medical Dispatcher training program shall designate an EMS Lead Instructor, who shall be responsible for the overall management of the training program and shall be approved by the Department, based on the requirements above.

D. Any change in the EMD training program’s EMS Lead Instructor shall require that an amendment to the application be filed with the IDPH.
E. 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 their request.

F. All approved programs shall maintain class and student records for seven years, which shall be made available to IDPH upon their request.

Kevin Bernard  DATE: 03/29/2019
Department Leader

NOTE: Policies with original signatures are on file in Administration.

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