



County of Santa Clara Emergency Medical Services System

Policy #210: Emergency Medical Dispatcher Accreditation

EMERGENCY MEDICAL DISPATCHER ACCREDITATION

Effective: **SUSPENDED FOR REVIEW**
Replaces: 580.1
Review:

Resources:
None

I. Purpose

To establish standardized criteria for the accreditation and continued accreditation of Emergency Medical Dispatch personnel, which are consistent with the applicable State guidelines.

II. Eligibility

Accreditation as an Emergency Medical Dispatcher (EMD) requires that an individual:

- A. Be currently employed, in a full-time or part-time capacity, with a Santa Clara County EMD-accredited public safety communications agency.
- B. Successfully complete an approved training program within two (2) years prior to application.
- C. Pass, by pre-established standards, a competency-based written and skills examination approved by the EMS Medical Director.
- D. Successfully complete a BLS-C, or equivalent, cardio-pulmonary resuscitation course, approved by the Santa Clara County EMS Agency, within the preceding two (2) years.
- E. Be eighteen (18) years of age or older.

III. Documentation

- A. Possess documentation of successful completion of training.
- B. Pay the applicable fee.
- C. Complete the application.

IV. Issuance of Accreditation

- A. The EMS Agency Medical Director will issue a wallet-sized certificate to eligible persons who apply for accreditation and successfully complete the requirements of the Santa Clara County EMS Agency.
- B. Accreditation shall be as a Level I (EMD-I) or Level II (EMD-II) Emergency Medical Dispatcher, dependent on the level of training completed and service level of the affiliate employer.
- C. Continued accreditation shall be of the same type of certificate as the applicant's prior certificate.

V. Duration of Accreditation

- A. Accreditation shall be for two (2) years, unless suspended or revoked, and may be continued subject to the requirements of Section VII.
- B. An EMD who severs affiliation with a Santa Clara County EMD accredited provider will be placed on Inactive Status until their current accreditation expires, or they resume affiliation with an accredited Santa Clara County EMD provider.
- C. An EMD whose accreditation expires will be required to fulfill all applicable continuing education requirements before accreditation may be continued.
- D. If accreditation has expired or has been inactive two (2) years or more, the applicant must complete all requirements of Section III before accreditation may be re-issued.

VI. Inactive Status

- A. Any person who completes an approved Santa Clara County EMD course and who otherwise meets the requirements to be accredited as an EMD, except that they are not employed in a full-time or part-time capacity with a Santa Clara County EMD accredited public safety communications agency, shall be deemed to be on inactive status.
- B. Inactive status shall expire as of the expiration date listed on the certificate.

- C. In order to return to active status, an inactive EMD shall fulfill all requirements for continued accreditation listed in Section VII. EMD accreditation that is returned to active status shall be valid for two (2) years from the date accreditation was placed in active status.

VII. Requirements for Continued Education

- A. The certificate holder must submit a biennial application, and is required to:
 - 1. Satisfy the continued education requirements (per the EMD Continuing Education Requirements Policy), and possess documentation (certificates) of satisfactory completion of all required continued education. Failure to provide course completion certificates will result in denial of continued accreditation.
 - 2. Continue to meet the eligibility requirements defined in Section III above.
 - 3. Pay the applicable fee.
 - 4. Complete the application. Applications are due on the fifteenth (15th) day of the month in which the expiration of the current EMD certificate occurs.