



County of Santa Clara Emergency Medical Services System

Policy #306: Emergency Medical Dispatch Program Proposal

EMERGENCY MEDICAL DISPATCH PROGRAM PROPOSAL

Effective: January 22, 2007
Replaces: July 1, 1995
Review: November, 2010

Resources:
None

I. Purpose

To establish standardized criteria for the approval of Emergency Medical Dispatch (EMD) programs consistent with applicable State guidelines.

II. Levels of Emergency Medical Dispatching

- A. **Level I:** Dispatcher determines that a medical response is requested, and either transfers the caller to the Central Medical Emergency Dispatch (CMED) communications facility, or collects the necessary information and contacts the CMED to request a full emergency medical response. In all cases, a medical response is dispatched. This level may include delivery of pre-arrival instructions.
- B. **Level II:** Dispatcher is responsible for determining, through key medical questions, whether the call is emergent or non-emergent. The dispatcher takes action on the request, using pre-established guidelines, determining the level and type of response. In all cases, a medical response is dispatched. This level includes delivery of pre-arrival instructions.
- C. **Level III:** In addition to performing all the functions of a Level II dispatcher, a Level III dispatcher determines whether a medical response is needed, and may dispatch an alternative resource or make the determination that no resource will be sent.

III. Program Proposal

- A. The Agency authorizes Level I and Level II Emergency Medical Dispatch programs ONLY.
- B. Any Santa Clara County public safety communications operation wishing to add Level I or Level II EMD to its operation must submit for approval a written proposal to the Agency.

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- C. The proposal must contain, at a minimum:
1. A description of the geographic area to be served.
 2. A justification for the implementation of EMD.
 3. The name and complete description of the EMD program the agency intends to utilize. The program must have a medical director.
 4. An agreement for dispatcher training with an approved EMD training program, or a completed EMD Training Program if the agency plans to train its own personnel.
 5. A comprehensive quality assurance/quality improvement plan that includes participation on the Santa Clara County EMD Quality Improvement Board, and an agreement to system-wide conformity of pre-arrival instructions.

The Agency will notify the requestor of intent to approve or deny the application within forty-five (45) days of receipt of application. The "notice of intent" shall include any reasons for approving or denying the application.