



EMERGENCY MEDICAL DISPATCH PROGRAM PROPOSAL

Effective: January 22, 2007
Replaces: July 1, 1995

I. Purpose

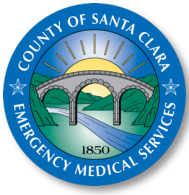
To establish standardized criteria for the approval of Emergency Medical Dispatch (EMD) programs consistent with applicable State guidelines.

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 acts 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.
- 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.