

Monterey County EMS System Policy



Policy Number: 2260
Effective Date: 7/1/2023
Review Date: 6/30/2026

EMERGENCY MEDICAL DISPATCHER (EMD)

I. PURPOSE

To establish criteria for certification of Emergency Medical Dispatchers in Monterey County.

II. POLICY

Any individual providing Medical Priority Dispatch System (MPDS) services to the public as a part of the Monterey County 9-1-1 system shall be certified as an Emergency Medical Dispatcher (EMD) as per standards maintained by the International Academies of Emergency Dispatch (IAED) and all applicable state regulations and guidance as referenced below.

This includes all applicable standards for testing, initial certification, recertification, continuing education, and continuous cardiopulmonary resuscitation (CPR) certification at either the American Heart Association Healthcare Provider or American Red Cross CPR for the Professional Rescuer level. CPR training which is equivalent to either of those two curricula may be substituted with EMS Agency approval.


III. PROCEDURE

- A. Dispatch Centers which provide EMD services, by virtue of contractual obligations and/or EMS system design are responsible for maintaining all records dealing with Emergency Medical Dispatcher testing, certification, recertification, continuing education, and CPR certification.
- B. Dispatch Centers will maintain up to date documentation of EMD personnel records which will be made available to the EMS Agency for auditing upon request.

IV. REFERENCES

- A. California State EMS System Guidelines
- B. Division 2.5, California Health and Safety Code.

END OF POLICY


John Beuerle, M.D.
EMS Medical Director


Teresa Rios
EMS Bureau Chief