

Monterey County EMS System Policy



Policy Number: 3010
Effective Date: 7/1/2023
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EMS/EMD COMMUNICATION CENTER DESIGNATION AND REQUIREMENTS

I. PURPOSE

To establish criteria and minimum requirements for designation of an Emergency Medical Services (EMS) /Emergency Medical Dispatch (EMD) Communications Center in the Monterey County EMS System to ensure that highly coordinated EMS/EMD services are delivered to the people in Monterey County.

II. POLICY

- A. The EMS/EMD Communications Center(s) shall be designated by the EMS Agency to provide contracted ambulance provider dispatch and/or Emergency Medical Dispatch (EMD) services for any portion of the Monterey County EMS System.
- B. Designated EMS/EMD Communications Center(s) shall meet the standards outlined in American Society for Testing and Materials (ASTM) F-1258 (Standard Practice for Emergency Medical Dispatch), F-1552 (Standard Practice for Training Instructor Qualification and Certification Eligibility of Emergency Medical Dispatchers), and ASTM F-1560 (Standard Practice for Emergency Medical Dispatch Management).
- C. Designated EMS/EMD Communications Center(s) shall have a written agreement with the EMS Agency for such services. (3010 ATTACHMENT A)

III. EMS AGENCY DESIGNATED EMS/EMD COMMUNICATIONS REQUIREMENTS

- A. Designated EMS/EMD Communications Center(s) shall meet the following minimum requirements:
 1. Submit an application to the EMS Agency for EMS/EMD designation and meet all criteria herein (3010 ATTACHMENT B).
 2. The EMS Agency shall approve or deny the application request in writing within sixty (60) days of receipt.
 3. Indicate the full scope of EMS/EMD related services provided.
 4. Comply with all applicable State and Federal statutes, codes and regulations, and EMS System Policies and Procedures.
 5. Utilize the current version (within 1 year of release) of the Medical Priority Dispatch System™ (MPDS) on all possible medical calls within the Monterey County EMS System pursuant to EMS Agency System Policies and Procedures.
 6. Provide EMD/MPDS services for all appropriate medical calls within its jurisdiction, consistent with EMS Agency policy 3030 "EMS Call Routing &

Monterey County EMS System Policy 3010

Processing”.


7. Submit for approval and maintain internal written EMD policies and procedures approved by the EMS Agency, including:
 - a. Emergency call surge (multiple callers for single event) and “Urgent Disconnect”.
 - b. EMD orientation, Continued Dispatch Education (CDE) program, and EMD Quality Improvement (QI) program.
 - c. Third party caller interrogation.
 - d. Language translation.
 - e. Continuity of Operations Plan (COOP).
8. Obtain and maintain continuous EMD certifications, issued by the International Academies of Emergency Dispatch (IAED), for all employees providing EMD/MPDS or supervising EMS/EMD related activities, and shall maintain all records related to EMD certification, re- certification, training, testing, performance improvement plans, and CDE for a period of no less than four (4) years.
9. Have on site direct dispatch supervision by at least an EMS/EMD Communications Manager, EMS/EMD Communications Supervisor, or EMS/EMD Shift Lead Dispatcher, or equivalent, 24 hours a day.
10. At the request of the EMS Agency, shall serve as the Operational Area Patient Distribution Center (OAPDC) and/or local Disaster Control Facility (DCF), manage ReddiNet, and operate on behalf of the Medical Health Operational Area Coordinator (MHOAC) for Monterey County pursuant to EMS Agency policy.
11. Designate a representative(s) to attend, participate in any relevant EMS Agency or other committee meetings, such as Dedicated Fire Dispatch, EMS System QI, or other appropriate technical advisory committees.
12. Actively participate in medical advisory oversight related to MPDS determinate response planning, QI, and protocols related to MPDS.
13. Provide accurate data and reports to the EMS Agency in a timely manner as requested.

IV REFERENCES

California Code of Regulations, Title 22, Division 9

California Health and Safety Code § 1797.220

END OF POLICY


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