

What is Emergency Medical Dispatch?

An Emergency Medical Dispatcher (EMD) in Campbell County, VA took a 911 call for a 14-month-old infant that was not breathing. The EMD walked the parents through CPR, and when the ambulance arrived the infant was breathing again. Not all dispatchers are EMDs, and when a panicked mother calls because her child is not breathing, they cannot help. That is why the Office of EMS (OEMS) is working with 911 centers across the state to provide an EMD accreditation program. Campbell County is one of several OEMS accredited EMD 911 centers in Virginia, and they proved their value the second that baby started breathing again.

Emergency Medical Dispatch is an advanced form of dispatch communications based on specific training and established protocols to help provide initial medical assistance over the telephone until EMS resources arrive on the scene. The information obtained from the caller assists in determining the level of care the person in need will receive and the proper response of available resources.



Additional Web Resources:

APCO International
<http://apcointl.org>

National Academies of Emergency Dispatch
www.emergencydispatch.org

Power Phone, Inc.
www.powerphone.com

National Emergency Communications Institute
www.neci911.com

For more information or questions contact:

Virginia Office of Emergency Medical Services
1041 Technology Park Drive
Glen Allen, VA 23059

Phone: 804-888-9100
Fax: 804-371-3108
www.vdh.virginia.gov/oems

Virginia Office of Emergency Medical Services

911 Center Emergency Medical Dispatch Accreditation Program





What is an EMD Accreditation Program?

The Virginia Office of Emergency Medical Services has an accreditation program for 911 Public Safety Answering Points (PSAP) and Emergency Dispatch centers. This is to promote implementation of EMD protocols and continued training and education in this area and to recognize the agencies employing this life saving program.

There is no fee for this accreditation and OEMS Rescue Squad Assistance grant funds may be available to assist jurisdictions with establishing, upgrading and maintaining an EMD system.

More information may be found at the Virginia OEMS Web site www.vdh.virginia.gov/oems.

EMD Accreditation Guidelines

A: The EMD system must meet or exceed standards established by the National Highway Traffic Safety Administration and the standards must be accepted and recognized by the American Society for Testing Materials. Examples of approved systems include, but are not limited to, programs offered by

the Association of Public Safety Communications Officers International, Powerphone®, Priority Dispatch® or National Emergency Communications Institute®.

B: You must have a minimum of 25% of communications personnel certified as an emergency medical dispatcher through an approved EMD program (as described in section A).

C: A minimum of one person on staff certified as an EMD instructor through an approved EMD program (as described in section A) OR a memorandum of understanding with adjacent jurisdiction(s) for cooperative training. This may include coordination of interagency training programs or cooperation on hosting EMD system provider trainers.

D: A minimum of one person with EMD certification (as described in section A) on duty at the PSAP or 911 center at all times.

E: A minimum 40 hours training, bi-annually, of continuing EMD/EMS communications education per PSAP or 911 Center. This may include in-house training and/or sending of communications personnel for outside training. Cooperative training with other OEMS accredited agencies count as completion of requirement.

F: A quality assurance and quality improvement process to assure EMD system compliance. This will consist of call review and/or call monitoring.

G: An annual report submitted to OEMS documenting compliance with all guidelines set by OEMS for accreditation. This will include program implementation and training documentation.

H: These standards must also be accepted by a currently endorsed EMS Physician (as defined in Virginia EMS Regulations; 12 VAC 5-31-1800 & 1810). A letter signed by same EMS Physician must accompany the initial application for accreditation and all subsequent documentation submitted for recurring approvals.



TO SUBMIT APPLICATION

The application is available on the OEMS Web site at www.vdh.virginia.gov/OEMS/PSAP/PSAP.htm

Please complete application, print a copy for your records, then submit electronically. Also attach a copy of the application with copies of EMD training certifications for all qualified communications officers and a copy of all MOU's to OEMS for confirmation. Items may be faxed to (804) 864-7580. Ensure title page is "Attention: EMD Accreditation".

This information may also be mailed to:
Virginia Office of Emergency Medical Services
Attention: EMD Accreditation
1041 Technology Park Drive
Glen Allen, VA 23059

Note: Applications will not be considered until all documentation has been received by OEMS.