

**SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM****TITLE: EMERGENCY MEDICAL DISPATCHER****POLICY: IDPH CODE 515.710**

Any dispatch agency giving pre-arrival instructions within the geographical boundaries of the Silver Cross EMS System may be required to become an EMD System Provider Agency. Any individual, who acts as an Emergency Medical Dispatcher (EMD) with an affiliated System Provider Agency, must be registered with the System and licensed by IDPH. This policy references Section 515.710 of the IDPH EMS Administrative Code.

- I. EMD Protocols - A System Agency choosing to utilize pre-arrival instructions through dispatch must adhere to the following:
  - A. The Agency shall notify the System in writing of their intent to utilize pre-arrival medical instructions and assure training for all EMDs in the proper use of these instructions. Only EMD's licensed with IDPH and the System may give pre-arrival instructions.
  - B. The Agency and its EMDs shall use an IDPH approved EMD priority reference system (EMDPRS) protocol approved by the System's EMS Medical Director (EMSMD). Pre-arrival support instructions shall be provided in a non-discriminatory manner and shall be provided in accordance with the EMDPRS established by the System's EMSMD.
  - C. If the dispatcher operates under the authority of an Emergency Telephone System Board established under the Emergency Telephone System Act, the protocols shall be established by the Board in consultation with the System's EMSMD.
  - D. EMD Protocols shall include:
    1. Complaint-related question sets that query the caller in a standardized manner;
    2. Pre-arrival instructions associated with all question sets;
    3. Dispatch determinants consistent with the design and configuration of the EMS System and the severity of the event as determined by the question sets; and
    4. Post-dispatch instructions with all question sets.
  - E. IDPH and the EMSMD shall approve EMDPRS protocols that meet or exceed the requirements of subsection (II.b) above and the (1996) National Highway Traffic Safety Administration (NHTSA) Emergency Medical Dispatch: National Standard Curriculum.

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To apply for certification as an EMD Agency, the person, organization or government agency that operates an EMD Agency shall submit the following to the System for IDPH certification:

- A.      A completed IDPH EMD Agency certification application form;
- B.      A completed EMD System Entry Form with attachments for each dispatcher;
- C.      Documentation that a System approved emergency medical dispatch priority reference system (EMDPRS) will be utilized; and
- D.      Documentation of a continuous quality improvement (CQI) program under the approval and supervision of the EMSMD, which shall include, at a minimum:
  - 1.     A quality assistance review process used by the EMD agency to identify EMD compliance with the protocol;
  - 2.     Random case review;
  - 3.     Regular feedback of performance results to all EMDs;
  - 4.     Availability of CQI reports to the System and IDPH upon request; and
  - 5.     Compliance with the confidentiality provisions of the Medical Studies Act.

**III.     System Registration of EMD Personnel**

- A.      Only EMD's registered with IDPH and the System may give pre-arrival instructions with one exception. An EMD candidate that has passed a System approved EMD class and is awaiting IDPH licensure may be considered an "EMD in Training" and may give pre-arrival instructions under the supervision of an IDPH licensed EMD.
- B.      The attached form letter shall be used to enter all individual dispatch personnel into the System (both at the time an agency joins the System and at any time after when a new dispatcher joins an agency). Photocopies of licenses and cards must be legible.
- C.      **The System MUST be notified of any personnel changes within 10 days. This includes the ADDITION of any new dispatcher, REMOVAL of any dispatcher from the agency, NAME CHANGE, address change, and phone change.**
  - 1.     ADDITIONS to the agency must use the attached form letter and include a copy of the dispatcher's EMD license, driver's license, and BLS CPR card.
  - 2.     REMOVALS from the agency should be emailed and need only state that the EMD is no longer working at that agency.
  - 3.     NAME CHANGE requests shall be emailed and must include a copy of the marriage license or divorce decree (just the first page, page identifying name change, and signature page).

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## IV.    EMD Training Programs

- A.    IDPH approved EMD training programs shall be conducted in accordance with the standards of the NHTSA EMD National Standard Curriculum or equivalent.
- B.    Two online EMD training courses approved for use by IDPH and SCEMSS are PowerPhone and APCO. These online learning systems may be used to educate EMDs in lieu of an educator or teaching institution submitting approval for their own course.
- C.    Applications for approval of individual EMD training programs shall be filed by an IDPH EMS Lead Instructor through the System on forms prescribed by IDPH and must include all required attachments per IDPH. The application shall be submitted at least 60 days prior to the first scheduled class. Any changes must be filed through the System. Questions for all exams given during the program shall be prepared by the EMS Lead Instructor. All approved programs shall maintain class and student records (including exams) for seven years, which shall be made available to the System and IDPH for review upon request.
- D.    Individual EMD training programs shall be conducted by instructors licensed by IDPH as an EMT-B, EMT-I, or EMT-P who:
  - 1.     are at a minimum, certified as emergency medical dispatchers;
  - 2.     have completed an IDPH approved course on methods of instruction;
  - 3.     have previous experience in a medical dispatch agency; and
  - 4.     have demonstrated experience as an EMS Instructor

## V.    Emergency Medical Dispatcher (EMD) INITIAL LICENSURE

- A.    To apply for initial licensure as an EMD, the individual shall submit the following to the System, who will process the license paperwork with IDPH:
  - 1.    A completed IDPH EMD certification form; and
  - 2.    Documentation of successful completion of a training course in emergency medical dispatching meeting or exceeding the US DOT national curriculum for EMS Dispatchers or its equivalent.
  - 3.    License fee of \$30.00 per IDPH instruction
- B.    The certification shall be valid for a period of four (4) years.
- C.    Any EMD not currently licensed, shall NOT be allowed to give pre-arrival instructions in the Silver Cross EMS System unless doing so under supervision during training.

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## VI.    EMD Renewal (re-licensure)

- A.    To apply for renewal, a licensed EMD shall do the following **a minimum of 30 days prior** to the license expiration date:
1.    Submit proof of completion of at least 48 hours of medical dispatch CE and a current BLS CPR Card to the System;
  2.    Complete online at IDPH: [www.idph.state.il.us/ems](http://www.idph.state.il.us/ems) the \$20 renewal fee along with the child support and felony conviction questions; and

## VII.   Revocation or Suspension of EMD or EMD Agency Certification

- A.    The EMS MD shall report to IDPH whenever an action has taken place that may require the revocation or suspension of a certificate issued by IDPH. Revocation or suspension of EMD or EMD Agency certification shall be in accordance with Section 515.420 of the IDPH EMS Administrative Code.

## VIII.  Waiver of Emergency Medical Dispatch Requirements

- A.    IDPH may modify or waive EMD requirements based on the scope and frequency of dispatch activities and the dispatcher's access to training; or whether the previously attended dispatch training program merits automatic recertification for the dispatcher.
- B.    The following individuals are exempt from the requirements of this policy:
1.    Public safety dispatchers who only transfer calls to another answering point that is responsible for dispatching of fire and/or EMS personnel;
  2.    Dispatchers for volunteer or rural ambulance companies providing only one level of care, whose dispatchers are employed by the ambulance service and are not performing call triage, answering 911 calls or providing pre-arrival instructions.

*A person may not represent him/herself, nor may an agency/business represent an agent or employee of that agency/business, as an EMD unless certified/licensed by IDPH as an EMD.*

**EFFECTIVE DATE:**    01-30-98

**REVISED DATE:**     05-02-17

**SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM**  
**EMD ENTRY LETTER**

NAME OF EMD CENTER:

Date: \_\_\_/\_\_\_/\_\_\_

Silver Cross EMS System

I verify that (EMD full name) \_\_\_\_\_, EMD has been properly trained and is utilizing the pre-arrival medical instructions (EMDPRS) that you approved for our agency. Should the EMD cease affiliation with this agency, we will notify the System in writing immediately. Attached are copies of this EMD's current EMD license, Driver's License, and BLS/CPR card.

EMD's Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**EMD's E-Mail:** \_\_\_\_\_

Cell Phone: (\_\_\_\_) \_\_\_\_\_

Social Security Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Primary System: \_\_\_\_\_ Secondary System: \_\_\_\_\_

\_\_\_\_\_  
Dispatch Center Coordinator's Signature

**ATTACH:** EMD license, Driver's License, and BLS/CPR card (legible copies all on one paper)

**ATTACHMENT : EMD Relicensure Requirements**

**I. EMD RELICENSURE REQUIREMENTS SUMMARY:**

1. 48 Hours of CE (The 48 required hours may include hours from the list below)
2. Current BLS/CPR Certification
3. IDPH Renewal Notice: Child support & felony conviction statements and \$20 renewal fee

**Submit to System: Items 1 & 2 / Complete ONLINE at IDPH website: Item 3**

**Will County 9-1-1 Agencies must submit Item 3 to Will County 9-1-1 for payment processing.**

ALL MANDATORY SYSTEM CME MUST BE CURRENT FOR SYSTEM TO RENEW LICENSE.

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**II. STANDARDS FOR ACCEPTABLE CONTINUING EDUCATION:**

Continuing education classes, seminars, clinical time, workshops or other types of programs shall have an assigned IDPH approved site code to be submitted as acceptable CE hours. This includes CE hours obtained by attending Fire Department or Agency training. Refer to [www.silvercrosssems.com](http://www.silvercrosssems.com) or policy 200-16 "Continuing Education Acceptance & Validation Standards" on IDPH site codes.

Continuing Education Recommendations	(Documentation) & [Hours]	*Over 4 Years*
1. SCEMSS EMD CE: (2.0 hours per completed Powerpoint and Study Guide) .....		Unlimited
2. SCEMSS Moodle CE Monthly PowerPoint and Quiz (2.5 hours/month) .....		Unlimited
3. Agency EMD Training (IDPH approved w/site codes listed) .....		48 hours
4. Emergency Preparedness event/exercise/training (signed CE Sheet) hr/hr .....		12 hours (max)
5. Health Related College Courses[1 credit hour = 8 CE hours].....		UNLIMITED
6. EMS related Conferences and/or Seminars (Certificate) .....		hour for hour
7. Online: APCO or Powerphone CE (Certificate) .....		15 hours (max)
8. Other IDPH Approved Locally Offered CE (Certificate or CE sheet w/hrs +site codes listed)hour for hour		

Certificates must include provider's name, CE topic, hours awarded, site code or CECBEMS, etc. Repetition of a specific class session within a twelve-month period will not be accepted for credit.

**EMDs that are also licensed EMT-Bs, EMT-Is, or Paramedics may use that CE toward their EMD Relicensure. Refer to those Relicensure policies for CE requirements.**