

Monterey County EMS System Policy



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EMERGENCY MEDICAL DISPATCHER (EMD)

I. PURPOSE

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

II. POLICY

Any individual providing EMD to the public as a part of the Monterey County 9-1-1 system shall be certified as an Emergency Medical Dispatcher 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 initial certification, including testing, certificates, recertification, including testing and continuing education, and continuous certification in cardiopulmonary resuscitation 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 certification, recertification, testing, and continuing education.
- B. Said records will be made available to the EMS Agency for auditing upon request. In addition, Dispatch Centers will keep up to date spreadsheets of EMD personnel which can be made available to the EMS Agency upon request.

IV. REFERENCES

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


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