

Monterey County EMS System Policy



Policy Number: 3010
Effective Date: 9/01/2019
Review Date: 6/30/2022

EMS COMMUNICATION CENTER DESIGNATION AND REQUIREMENTS

I. PURPOSE

To establish criteria and minimum requirements for designation of the EMS Communications Center in the Monterey County EMS System to ensure that the best possible service is delivered to the people of Monterey County.

II. POLICY

- A. The EMS Communications Center shall be designated by the EMS Agency. Upon implementation of this policy, the EMS Communication Center must attain designation by the EMS Agency no later than February 1, 2020.
- B. Only the designated EMS Communications Center shall provide MPDS services for the Monterey County Exclusive Operating Area (EOA).
- C. The designated EMS Communications Center shall meet the standards outlined in 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).
- D. The designated EMS Communications Center shall have a written agreement with the EMS Agency for such services.

III. DESIGNATED EMS COMMUNICATIONS REQUIREMENTS

- A. The designated EMS Communications Center shall meet the following minimum requirements:
 - 1. Shall serve as the EMS Communications Center for the Monterey County Exclusive Operating Area Ambulance Provider;
 - 2. Shall comply with all applicable State and Federal statutes, codes and regulations, and EMS System Policies and Procedures;
 - 3. Shall use 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;
 - 4. Shall provide MPDS for all medical calls possible, consistent with EMS Agency policy 3030 “EMS Call Routing & Processing” (3)(A)(3)(a), originating within the Monterey County Exclusive Operating Area;

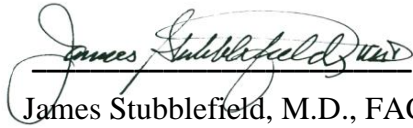
5. Shall obtain, and continuously maintain, an Accredited Center of Excellence (ACE) accreditation as granted by the IAED no later than eighteen (18) months after designation by the EMS Agency;
6. Shall provide dispatch services for the EOA Contracted Ambulance Provider;
7. Shall maintain internal written policies and procedures approved by the EMS Agency, including:
 - a. Emergency call surge and “Urgent Disconnect”
 - b. A written QI plan
 - c. Third party caller interrogation
 - d. Language translation
 - e. Continuity of Operations Plan (COOP)
8. Shall obtain and maintain continuous EMD certifications, issued by the IAED, for all employees, and shall maintain all records related to EMD certification, re-certification, training, testing, performance improvement plans, and continued dispatch education for a period of no less than four (4) years;
9. Shall have on site direct dispatch supervision by at least an EMS Communications Manager, EMS Communications Supervisor, or Shift Lead Dispatcher 24 hours a day;
10. Shall serve as the Operational Area Patient Distribution Center (OAPDC) and 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. Shall designate a representative(s) to attend, participate in any relevant EMS Agency or other committee meetings, such as Dedicated Fire Dispatch, and Mobile CAD or other technical advisory committees;
12. Shall actively participate in medical advisory oversight related to MPDS determinate response planning, QI, and protocols related to MPDS;
13. Shall 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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