

# Monterey County EMS Agency

Off-Cycle Policy & Procedure Update 2019-  
2020 Effective Date September 1, 2019:  
Communication Policies 3010, 3030, and  
3050



# Communications

- 3010 - EMS Communications Center Designation and Requirements
- 3030 - EMS Call Routing and Processing
- 3050 - MPDS Response Priorities and Assignments to EMS Calls

# EMS Communications Center Designation and Requirements - Policy 3010

- New - Purpose to establish criteria and scope for designation of EMS Agency approved EMS Communications Center
- Outlines scope
- Defines minimum requirements
  - Agreement with EMS Agency
  - Provides ambulance dispatch and MPDS services for EOA
  - ACE accreditation requirement
  - On site supervision
  - OAPDC and MHOAC functions

# EMS Call Routing and Processing – Policy 3030

- New - Purpose to establish EMS 9-1-1 call routing and processing procedures in Monterey County EMS System
- Reduces redundant and duplicate questioning of callers
- Inclusive procedures for more EMS calls to get MPDS
- Documentation and reporting procedures
- EOA ambulance dispatch procedures

# MPDS Response Priorities and Resource Assignments to EMS Calls – policy 3050

- New – Purpose to establish process for assigning clinically based response and resource assignments to EMS calls using MPDS
- Establishes EOA ambulance dispatch procedures
- Establishes internal dispatch review committee(s) to review policies
- Establishes EMS Agency resource and response methodology to EMS calls