



Dispatch

Policy:

Receiving and dispatching calls for medical assistance shall be provided by St. Clair County Dispatch Authority in a standardized manner following approved Medical Priority Dispatch System (MPDS) protocols for key questions, pre-arrival instructions and response/equipment needs.

Purpose:

As mandated under Public Act 368 of 1978, as amended, Section 20919 (1)(b): "A local medical control authority shall establish written protocols for the practice of life support agencies and licensed emergency medical services personnel within its region. The protocols shall be developed and adopted in accordance with procedures established by the department and shall include medical protocols to ensure the appropriate dispatching of a life support agency based upon medical need and the capability of the emergency medical services system."

Local municipalities shall determine, in accordance with the rules and regulations of their local Medical Control Authority, the level of agency licensure, as well as who will provide EMS service in their area.

Protocol

1. Public Safety Answering Points and/or Life Support Agency dispatch centers shall use Enhanced 911 technology, where available, and shall dispatch appropriate resources as quickly as possible.
2. All medical callers shall be provided with complaint evaluation and prioritization, along with pre-arrival instructions through an Emergency Medical Dispatch (EMD) program approved by the MCA. Pre-arrival instructions should conform to nationally recognized guidelines.

A. MEDICAL PRIORITY DISPATCH PROTOCOL SYSTEM (MPDS)

- 1) A flip chart card system, containing protocols for EMD, shall be provided for each call taking position and dispatch position
- 2) This protocol system will provide standardized key questions, post-dispatch instructions, pre-arrival instructions and response-based information.
- 3) The protocol file shall be always kept in immediate access of the EMD.



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- 4) The MPDS have been approved by the St. Clair County Medical Control Authority and its Project Medical Director.
- 5) The MPDS shall be followed on all medical calls received by PSAP's in St. Clair County's 9-1-1 system.

B. INTERROGATION

- 1) In addition to the information outlined for call processing, the EMD shall always ask the following questions of the caller:
 - a. What's the problem? Or What happened? (the Chief Complaint)
 - b. How old is s/he? (approximate if necessary)
 - c. Is s/he conscious?
 - d. Is s/he breathing?
- 2) All attempts to obtain Case Entry and Key Question information from the caller will be made utilizing effective communication techniques by reading the questions exactly as written in the protocol.
 - a. If the initial pre-structured question is not understood, or an appropriate answer is not initially provided by the caller, the EMD may re-ask the question in an appropriately clarified form.
 - b. Questions may only be omitted if the answer is obvious or has already been clearly provided.
 - c. EMD's may alter the tense of the questions to first person for any first party caller.
 - d. Status of consciousness, including "alertness, ability to talk" may be inferred as obvious when the caller is the patient.

C. POST-DISPATCH INSTRUCTIONS (PDI)

- 1) The EMD will refer to the Post-Dispatch Instruction (PDI) list for the selected Chief Complaint after the dispatch of responding units has been initiated. The EMD giving PDI's will follow the protocol, avoiding any free-lance information, unless it enhances and does not replace the written protocol.
- 2) PDI's shall be provided to the caller whenever possible and appropriate to do so.

D. PRE-ARRIVAL INSTRUCTIONS (PAI)

- 1) PAI's shall be provided directly from the scripted text listed on each PAI Panel Logic Protocol Script. The EMD giving PAI's will follow the script, avoiding free-lance information, unless it enhances and does not replace the written protocol scripts.



E. EQUIPMENT AND AGENCY RESPONSE

- 1) The MPDS will be used to select dispatch determinant codes which agency user-defined response assignments are individually based.
- 2) The EMD, at a minimum, is required to send the amount of equipment or agencies listed for that response code.
- 3) Dispatch priority determinant shall be entered in the call type and remarks field.
- 4) The St. Clair County Medical Control Authority has adopted the following

Dispatch determinant codes: response levels for agency and/or equipment

OMEGA	Designated ALS Provider	COLD
ALPHA	Designated ALS Provider	COLD
BRAVO	Medical First Responder* Designated ALS Provider	HOT HOT
CHARLIE	Medical First Responder* Designated ALS Provider	HOT HOT
DELTA	Medical First Responder Designated ALS Provider	HOT HOT
ECHO	Send all responders immediately	HOT
Incomplete EMD	Medical First Responder** Designated ALS Provider	

Medical First Responder* dispatched if Designated ALS Provider anticipated arrival is greater than 8 minutes OR at request of Designated ALS Provider

Medical First Responder** dispatched at request of Designated ALS Provider

3. Any Non-Transporting First Response Agency that wishes to expand their response to include Alpha, Omega, and simultaneous dispatch with ALS to Bravo and Charlie requests based on approved county EMD protocols must meet the following criteria/requirements.



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- A. Annually, along with their life support agency operations license, a letter must be provided by the communities elected Board/Council indicating they understand the increased cost and risk which may be associated with expanding their response beyond St. Clair County Medical Control's accepted EMD Protocols.
 - i. The above letter shall be signed by the communities Chief elected official or City Manager.

4. Any Non-Transporting first responders who wish to deviate from the EMD Protocols, and meet the above criteria, shall respond Non-emergent, in accordance with the Dispatch Protocol for all Omega and Alpha response situations