

# El Paso – Teller County Enhanced 9-1-1 Authority Board

---

**Number: 5.0**

Date Issued: January 1, 1998

Date Revised: November 17, 2010

Date Effective: November 17, 2010

**Subject:** Emergency Medical Dispatch Policy

**POLICY:**

**PURPOSE:**

**PROCEDURE:**

All El Paso and Teller County Public Safety Answering Points (PSAPs) shall process all calls for medical assistance in a standardized manner, utilizing the National Academies of Emergency Dispatch (NAED) Medical protocol. Agencies that utilize this system shall be provided with the following equipment, training and personnel by the El Paso - Teller E9-1-1 Authority Board:

- 1) A NAED card system and computer program (Pro/QA) shall be provided to each PSAP for each licensed position.
- 2) All NAED upgrades, as they become available, shall be provided for each licensed position.
- 3) At a minimum, one AQUA (quality assurance software) licensed position will be provided per PSAP.
- 4) A Medical Director who will provide medical direction to the Authority, the PSAPs compliant to the protocol and the quality assurance procedures, and to the certified Emergency Medical Dispatchers (EMDs) who are compliant to the protocol.
- 5) An Authority QA Analyst and a National Academy of Emergency Dispatch (NAED) instructor, who will provide initial EMD training and EMD continuing education.

The Authority QA Analyst will serve as the liaison between the Authority Medical Director and the EMDs.

The Authority QA Analyst will assist with responder and public education, and other EMD related activities as deemed appropriate by the Authority and System Manager.

The Dispatch Review Committee (DRC) is comprised of PSAP QA Analysts, the Authority Protocol Manager and QA Analyst(s), and EMS field personnel. The mission of this committee is to ensure a compliant NAED Protocol process for all EMDs of both counties under the guidelines set forth by NAED. The committee focuses on training, case review, field feedback forms and recommendations for change within the protocol.

## El Paso – Teller County Enhanced 9-1-1 Authority Board

---

The Authority Dispatch Steering Committee (DSC) is responsible for approving policies and procedures developed by the DRC. The committee is responsible for strategic planning and developing broader policy and position statements. The DSC is structurally the governing body of the NAED program. The Medical Director must be a member of this committee and will provide the medical oversight of the program.

If it is evident that a PSAP is not utilizing the NAED protocol to provide Emergency Medical Dispatch services or complying with the recommended QA process, the Authority will no longer be obligated to continue to provide equipment or training support to the PSAP or the EMDs employed by that agency. In the event an individual EMD or agency reflects a pattern of noncompliance, the Authority Medical Director will have the option of not serving as the medical director for that individual or agency.

As Medical Director (local medical control) for the El Paso-Teller County Authority, Dr. Marilyn Gifford has authorized the use of the NAED EMD protocol to be used by all call takers and dispatchers in the local system. Call takers and dispatchers under the Authority and Dr. Gifford must demonstrate a level of competency based on the required EMD certification.

Re-certification Requirements:

- 1) Academy Certification is valid for two years unless revoked, suspended or expired. An EMDs continued affiliation with the Academy relies upon their support of the Code of Ethics and upon their participation in the Continuing Dispatch Education Program (CDE).
- 2) It is the responsibility of the employee to report a lapse in certification or expiration to his or her immediate supervisor or training coordinator.
- 3) It is the responsibility of the supervisor or training coordinator to notify the Protocol Manager with the Authority of the expiration as soon as he or she is notified of the employee's certification expiration.
- 4) EMD re-certification applications will be accepted as early as 60 days before expiration. While working in the El Paso-Teller County E9-1-1 system and under the Medical Direction of Dr. Marilyn Gifford all NAED certifications expire on the date it expires. (One day expired is the same as one- year expired.) A call taker/dispatcher may not answer 9-1-1 or emergency phone calls as an EMD, EFD, or EPD during any time their certification has been expired while working under the direction of the E9-1-1 Authority.
- 5) Submit verification of 24 hours of CDE during the 2-year recertification period (see below). Each credit hour is based on 1 hour of participation.

## El Paso – Teller County Enhanced 9-1-1 Authority Board

---

- 6) Submit a copy of a current, valid CPR card which meets National Safety Council, American Heart Association, American Red Cross, European Resuscitation Council or equivalent standards;
- 7) Successfully complete the Academy's "open book" 50-question correspondence re certification exam with a score of at least 80 percent; (retests are also available for a \$30.00 fee charged to the individual's agency.)

Once all appropriate classes, tests and fees have been processed then the EMD is able to continue processing calls for medical service within their appropriate PSAP in the El Paso-Teller County E9-1-1 Authority.

*As Medical Director, I, Dr. Marilyn Gifford will at no time represent an individual who is not current with an NAED EMD certification, nor should at any time before an initial 3-day course certification class should any employee be practicing as an EMD utilizing the protocol and giving medical direction over the phone.*

---

Approved Signature of Dr. Marilyn Gifford