



**TITLE: EMERGENCY AMBULANCE SERVICE-PROVIDER
DISPATCH REQUIREMENTS**

EMS Policy No. 3101

PURPOSE: The purpose of this policy is to establish the minimum requirements for _____ emergency ambulance dispatch in the San Joaquin County EMS System.

AUTHORITY: Health and Safety Code, Division 2.5, Section 1797.220; San Joaquin _____ County Ordinance No. ~~4563234~~, Title 4, Division 7.

DEFINITIONS:

See SJCEMSA Policy Definitions.

~~“Ambulance Provider” means an entity properly permitted to operate an emergency advanced life support ambulance service in San Joaquin County.~~

~~“Emergency Medical Services (EMS) Agency” means the San Joaquin County Emergency Medical Services Agency.~~

~~“Emergency Medical Dispatch (EMD)” means a series of components that allow the dispatcher to triage calls, send appropriate resources with the appropriate response, and provide pre-arrival instructions if needed.~~

POLICY:

I. SJCEMSA shall designate a single emergency ambulance dispatch center for effective and coordinated emergency ambulance response and deployment.

~~I.I. All emergency ambulance Ambulance Pproviders operating in San Joaquin County shall use the SJCEMSA designated emergency ambulance dispatch center. provide a system for EMS dispatch meeting the standards in ASTM F 1258 (Standard Practice for Emergency Medical Dispatch) and ASTM 1560 (Standard Practice for Emergency Medical Dispatch Management.)~~

~~II.III. The designated emergency ambulance dispatch center must meet the following minimum requirements: Ambulance Providers may operate their own dispatch center, contract with an existing dispatch center, or join with other providers to operate a dispatch system. If an Ambulance Provider utilizes dispatch services provided by another organization, it must have a written contract for that service. Contracts for essential services including dispatch must be pre-approved in writing by the EMS Agency.~~

A. Dispatch Functions and Operations:

Effective: May 1, 202506

Page 1 of 4

Revised:

Supersedes: May 1, 2006410.01

Approved:

Medical Director

EMS Administrator



TITLE: **EMERGENCY AMBULANCE SERVICE PROVIDER
DISPATCH REQUIREMENTS**

EMS Policy No. 3101

~~Ambulance Providers shall provide emergency ambulance dispatch services, and other EMS dispatch resources as needed, necessary to receive and respond to requests for emergency and advanced life support (ALS) ambulance services and monitor ambulance system status. The Ambulance Provider's dispatch center shall:~~

- ~~1. Be approved by the State of California as a public safety answering point (PSAP).~~
- ~~2. Receive and process calls for emergency medical assistance from primary and secondary 9-1-1 PSAPs and seven digit telephone lines.~~
- ~~3. Determine the nature and severity of medical incidents consistent with EMD protocols~~
- ~~4. Prioritize the urgency of the EMS response.~~

~~Dispatch appropriate EMS resources.~~

~~Provide post-dispatch and pre-arrival instructions to callers.~~

- ~~5.2. Notify responding emergency ambulance, other EMS resources, personnel, and other public safety organizations agencies of pertinent information.~~
- ~~6.3. Monitor and track responding EMS resources with GPS using Computer Aided Dispatch (CAD).~~
- ~~4. Coordinate with law enforcement, first response, and other EMS providers as needed.~~
- ~~5. Function as the SJCEMSA Disaster Control Facility (DCF);~~
- ~~6. Function as the SJCEMSA EMS Duty Officer communications and notifications center;~~
- ~~7. Provide county wide non-emergency ambulance interfacility transport (IFT) call intake and coordination services (as needed);~~
- ~~8. Provide access to required data and reports to SJCEMSA the EMS Agency.~~
- ~~8.~~
- ~~9.~~
- ~~9. Obtain and continuously maintain EMS Accredited Center of Excellence (ACE) accreditation from the International Academies of Emergency Dispatch; The Ambulance Provider's dispatch center shall be designated and continuously maintain accreditation as a center of excellence by the National Academies of Emergency Dispatch.~~

B. Technology Requirements:

- ~~1. 24/7 digital recording and storage of all phone lines and radio channels; Ambulance Providers shall ensure that all dispatching and communication functions are conducted in a manner consistent with EMS~~

Effective: May 1, 202506

Page 2 of 4

Revised:

Supersedes: ~~May 1, 2006410.01~~

Approved:

Medical Director

EMS Administrator



TITLE: **EMERGENCY AMBULANCE SERVICE PROVIDER**
DISPATCH REQUIREMENTS

EMS Policy No. 3101

~~Agency, Associated Public Safety Communication Officials, and National Academies of Emergency Dispatch policies, procedures, protocols, and standards.~~

- ~~1.~~
- ~~2.~~

- ~~2. Computer Aided Dispatch (CAD) with GPS interface to allow for display of emergency ambulance and other EMS resources real time; A computer-aided dispatch (CAD) system shall be utilized to record dispatch information for all ambulance requests. CAD system shall include the date, hours, minutes and seconds.~~
- ~~3. Digital radio communications to emergency ambulances, hospitals, and other public safety organizations (VHF, UHF, and 800mhz);~~
- ~~4. Back up systems for all of the above;~~

- ~~3. The dispatch center shall have capabilities for 24-hour, "real time" recordings of all incoming emergency telephone lines and radio frequencies. All radio and telephone communications shall be recorded on tape or other digital recording medium and kept for a minimum of 90 days.~~

- ~~4.~~

- ~~5. Ambulance Providers shall use vehicle locator technologies allowing dispatchers to visually identify the location of the Ambulance Provider's ambulances in the San Joaquin County EMS system on a computer screen at all times, ensuring that the closest and most appropriate ambulance is dispatched to every call for emergency service.~~

- ~~6.~~

- ~~7. Ambulance Providers shall have a plan to provide emergency and advanced life support ambulance dispatch during any period of primary dispatch failure. The plan shall ensure that an equivalent dispatch center or dispatch system, approved by the EMS Agency, is able to serve as a backup dispatch center within five (5) minutes of failure of the primary dispatch center.~~

- ~~8.~~

- ~~9. Ambulance providers shall install and maintain a personal computer and CAD monitor at the EMS Agency, providing real-time viewing of deployed ambulance resources and the ability to perform real-time reports.~~

C. Medical Priority Dispatch System (MPDS):

Effective: May 1, 202506

Page 3 of 4

Revised:

Supersedes: May 1, 2006410.01

Approved:

Medical Director

EMS Administrator



TITLE: **EMERGENCY AMBULANCE SERVICE-PROVIDER
DISPATCH REQUIREMENTS**

EMS Policy No. 3101

1. Must use (as required) the most recent version of MPDS and ProQA software as needed (within 1 year of release).

~~Ambulance Providers shall utilize an EMD protocol reference system approved by the EMS Agency. The EMS protocol reference system shall include:
Systemized caller interrogation questions.
Systemized dispatch life support instructions.
Systemized coding of protocols that allow the EMS Agency to match the dispatcher's evaluation of the injury or illness severity with the response.~~

D. Staffing and Training:

- ~~1.—~~ 1.— The emergency ambulance dispatch center shall be staffed with sufficient emergency medical dispatchers to accomplish all dispatch and call taking EMD-functions.

- ~~2.—~~
- ~~3.1.~~ 3.1. Each emergency medical dispatcher shall have completed an initial training program meeting the requirements of the California EMS Authority's Emergency Medical Services Dispatch Program Guidelines (EMSA #132, March 2003) and shall be nationally certified in emergency medical dispatch by the National Academies of Emergency Dispatch.

- ~~4.2.~~ 4.2. Each emergency medical dispatcher shall receive an initial San Joaquin County EMS system orientation of no less than 4 hours and a minimum of 32 hours of continuing dispatch education (CDE) every year, meeting or exceeding the standards required by the International Academy of Emergency Dispatch (IAED) described by the California EMS Authority's Emergency Medical Services Dispatch Program Guidelines.

E. Medical Direction and Continuous Quality Improvement:

~~Ambulance Providers shall employ a medical director who shall be a board certified emergency physician in the State of California and who shall provide medical oversight of the emergency medical dispatch program. Contractor's medical director shall cooperate with the EMS Agency Medical Director who is responsible for medical control of the San Joaquin County EMS system.~~

The designated emergency ambulance dispatch center~~Ambulance Providers~~ shall establish and maintain a continuous quality improvement (CQI) program for its dispatch services system approved by SJCEMSA~~meeting the~~

Effective: May 1, 202506

Page 4 of 4

Revised:

Supersedes: May 1, 2006410.01—

Approved:

Medical Director

EMS Administrator



TITLE: **EMERGENCY AMBULANCE SERVICE PROVIDER**
DISPATCH REQUIREMENTS

EMS Policy No. 3101

~~standards described in the California EMS Authority's Emergency Medical Services Dispatch Program Guidelines. It shall address dispatcher performance and resiliency structural, resource, and/or protocol deficiencies as well as measured relevant dispatch Key Performance Indicator's (KPI) compliance to minimum protocol compliance standards as established by the EMD Medical Director through ongoing random case review for each emergency medical dispatcher.~~

~~1.~~

2.1.

DRAFT

Effective: May 1, 202506

Page 5 of 4

~~Revised:~~

Supersedes: May 1, 2006410.01—

Approved:

Medical Director

EMS Administrator