

SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM

TITLE: **EMD (Emergency Medical Dispatcher)**

POLICY: IDPH CODE 515.710

EMD – a person who has successfully completed a training course in emergency medical dispatching, is licensed by IDPH as such, and who accepts calls from the public for emergency medical services and dispatches designated emergency medical services personnel and vehicles.

Any dispatch agency giving pre-arrival instructions within the geographical boundaries of SCEMSS may be required to become an EMD System Provider Agency. Any individual, who acts as an EMD with an affiliated System Provider Agency, must be registered with the System and licensed by IDPH.

PER IDPH: A person may not represent him/herself, nor may an agency/business represent an agent or employee of that agency/business, as an EMD unless certified/licensed by IDPH as an EMD.

I. EMD PROTOCOLS – The EMD agency will ensure their EMDs provide prearrival instructions in compliance with the System/IDPH/Will County 9-1-1 approved EMDPRS (emergency medical dispatch priority reference system) protocols, which meet or exceed NHTSA’s 1996 National Standard Curriculum and are in compliance with 515.710.

II. EMD AGENCY CERTIFICATION/LICENSURE

To apply for certification as an EMD Agency, the person, organization or government agency that operates an EMD Agency will submit the following to the System for IDPH licensure:

- A. A completed IDPH EMD agency certification application form with a statement that System EMDPRS will be utilized and that a CQI program will be established to identify compliance with System EMDPRS, random case reviews, regular feedback of performance results, and compliance with confidentiality provisions of the Medical Studies Act. CQI reports will be made available to the System and IDPH as requested.
- B. A completed EMD ENTRY LETTER attached in this policy with copies of the EMD license and driver’s license must also be included with the application for every EMD to be rostered.

III. MAINTENANCE OF EMD AGENCY ROSTER

Once an initial EMD roster is set at the time of entry, the System requires it to be maintained. The following will be adhered to or the System may suspend/revoke an EMD agency’s System participation.

- A. Only EMDs licensed by IDPH **and registered with the System** may give pre-arrival instructions with one exception. An EMD candidate that has passed a System approved EMD class and is awaiting IDPH licensure may be considered an “EMD in Training” and may give pre-arrival instructions under the supervision of another IDPH licensed EMD.

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- B. **The System MUST be notified of any personnel changes within 10 days. This includes the ADDITION of any new EMD, REMOVAL of any EMD from the agency, NAME CHANGE, address change, and phone change.**
1. ADDITIONS to the agency must be immediately submitted on the EMD ENTRY LETTER attached in this policy and must include a copy of the EMD license, driver's license, and CPR/BLS card.
 2. REMOVALS from the agency should be emailed and need only state that the EMD is no longer working at that agency.
 3. NAME CHANGE requests will be emailed and include a copy of the marriage license or divorce decree (first page, name change page, and signature page).

IV. EMD INITIAL EDUCATION PROGRAM

- A. See Policy 100-01 for requirements of EMS Classes, which includes EMD.
- B. In addition to teaching a traditional EMD class, 2 online EMD education courses approved for use by IDPH and SCEMSS are PowerPhone and APCO. These online learning systems may be used to educate EMDs in lieu of an educator or teaching institution submitting approval for their own course.

V. EMD INITIAL LICENSURE

- A. To apply for initial licensure as an EMD, the LI of the EMD course will submit the following to the System, who will process the license paperwork with IDPH. The license will be valid for a period of 4 years.
1. A completed IDPH EMD licensure form;
 2. A completed IDPH Renewal Notice form;
 3. A certificate documenting successful completion of an EMD education course that meets/exceeds the US DOT national curriculum for EMDs or its equivalent;
 4. License fee of \$30.00 made payable to IDPH
- B. Reciprocity will be granted to an EMD licensed in another state or nationally certified, who meets IDPH requirements. Reciprocity is handled direct with IDPH.

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VI. EMD RELICENSURE

- A. To apply for relicensure, a licensed EMD will do the following **a minimum of 30 days prior** to the license expiration date:
1. Submit proof of completion of at least 48 hours of medical dispatch CE, WHICH INCLUDES ALL MANDATORY SYSTEM MOODLE CE to the System with a current CPR/BLS Card.
 2. Complete online at IDPH the renewal information along with the \$20 renewal fee: <https://emslic.dph.illinois.gov/GLSuiteWeb/clients/ildohems/private/OnlineServices.aspx>
- B. Any EMD whose license has expired, **within 60 days** after license expiration, may still submit all relicensure material as required with an additional fee of \$50.00 made payable to IDPH, in the form of a certified or organization check or money order.
- C. An EMD who has not been recommended for relicensure by a System will submit to IDPH independently. Independent renewal info may be found on the System website.

VII. REVOCATION OR SUSPENSION OF EMD OR EMD AGENCY CERTIFICATION

- A. The EMS MD will report to IDPH whenever an action has taken place that may require the revocation or suspension of a certificate issued by IDPH. Revocation or suspension of an IDPH issued license in accordance with this policy and IDPH Code 515.165.

VIII. WAIVER OF EMD REQUIREMENTS - IDPH may modify or waive EMD requirements based on the scope and frequency of dispatch activities and the EMD's access to training; or whether the previously attended dispatch education program merits automatic relicensure for the EMD. The following individuals are exempt from the requirements of this policy:

1. Public safety dispatchers who only transfer calls to another answering point that is responsible for dispatching of fire or EMS Personnel;
2. Dispatchers for volunteer or rural ambulance companies providing only one level of care, whose dispatchers are employed by the ambulance service and are not performing call triage, answering 911 calls or providing pre-arrival instructions.

**ATTACHMENTS: EMD ENTRY LETTER
EMD RELICENSURE REQUIREMENTS SUMMARY**

EFFECTIVE DATE: 01-30-98

REVISED DATE: 02-01-21

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EMD ENTRY LETTER

NAME OF EMD CENTER:

Date: ___/___/___

Silver Cross EMS System

I verify that (EMD full name) _____, EMD has been properly trained and is utilizing the pre-arrival medical instructions (EMDPRS) that you approved for our agency. Should the EMD cease affiliation with this agency, we will notify the System in writing immediately. Attached are copies of this EMD's current EMD license, Driver's License, and BLS/CPR card.

EMD's Home Address: _____

City: _____ State: _____ Zip Code: _____

EMD's E-Mail: _____

Cell Phone: (_____) _____ Date of Birth: _____

Primary System: _____ Secondary System: _____

Dispatch Center Coordinator's Signature

ATTACH: EMD license and Driver's License (legible copies all on one paper)

ATTACHMENT : EMD Relicensure Requirements

I. EMD RELICENSURE REQUIREMENTS SUMMARY:

- 1. 48 Hours of CE (The 48 required hours may include hours from the list below)
- 2. IDPH Renewal Notice: Child support & felony conviction statements and \$20 renewal fee

Submit to System: Items 1 & 2 / Complete ONLINE at IDPH website: Item 3

Will County 9-1-1 Agencies must submit Item 3 to Will County 9-1-1 for payment processing. Will County 9-1-1 may have additional requirements above what is listed in this policy.

ALL MANDATORY SYSTEM CE MUST BE CURRENT FOR SYSTEM TO RENEW LICENSE.

II. STANDARDS FOR ACCEPTABLE CONTINUING EDUCATION:

Continuing education classes, seminars, clinical time, workshops or other types of programs will have an assigned IDPH approved site code to be submitted as acceptable CE hours. This includes CE hours obtained by attending Fire Department or Agency education. Refer to www.silvercrosssems.com or policy 200-16 "Continuing Education Acceptance & Validation Standards" on IDPH site codes.

<u>Continuing Education Recommendations</u>	<u>(Documentation) & [Hours]</u>	<u>*Over 4 Years*</u>
1. SCEMSS EMD Moodle CE Monthly PowerPoint and Quiz (2.5 hours/month)		Unlimited
NOTE: SCEMSS EMS Moodle CE may be used if the EMD is also an EMR, EMT, or Paramedic)		
2. CPR certification: AHA BLS Provider Card (may be used for CE)		3 hours
3. Agency EMD Education (IDPH approved w/site codes listed)		48 hours
4. Emergency Preparedness event/exercise/education (signed CE Sheet) hr/hr		12 hours (max)
5. Health Related College Courses [1 credit hour = 8 CE hours]		UNLIMITED
6. EMS related Conferences and/or Seminars (Certificate)		hour for hour
7. Online: APCO or PowerPhone CE (Certificate)		15 hours (max)
8. Other IDPH Approved Locally Offered CE (Certificate or CE sheet w/hrs+site codes listed)		hour for hour

Certificates must include EMS Personnel's name, CE topic, hours awarded, site code or CECBEMS, etc. Repetition of a specific class session within a twelve-month period will not be accepted for credit.

EMDs that are also licensed EMRs, EMTs, Paramedics, or PHRNs may use that CE toward their EMD license renewal. Refer to those Relicensure policies for CE requirements.