Subject:	**Medical Call Received by Non-EMD Certified Call Takers**	
Effective:	**7/10/2014**	**Procedure**
Update:		
Reference:		

PURPOSE

To establish a consistent protocol to be utilized when an employee who is not certified as an Emergency Medical Dispatcher (EMD) receives a request for medical aid in order to ensure the request is properly entered into CAD and the caller is provided with the appropriate instructions.

PROCEDURE

1. All employees, EMD certified or not, must be familiar with the first section of *The Plan* in order to know what types of calls are exempt for EMD instructions.

2. When a call taker who is not certified as an EMD receives a request for medical aid, they are to obtain the address of the emergency and basic complaint from the caller.

3. In the call taking window, the call taker will enter the address, select the EMS call type with an asterisk that best fits the complaint of the caller, and send the call to queue for dispatch.

4. CAD entry should be completed within 40 seconds of picking up the telephone.
    a. When the call taker cannot quickly ascertain the nature of the medical emergency, the call should be entered as:
        i. *SICK when the caller describes a medical issue
        ii. *TRAUMATIC when the caller reports the medical emergency is not a result of an underlying medical problem (i.e., assault victim)
        iii. *UNKNOWN when caller is an alarm company
        iv. *TR# (or *5150) when it is a transport request from a source approved in *The Plan*.

5. If the call requires EMD, the call taker will tell the caller, "Help is on the way now. Please remain on the line for an Emergency Medical Dispatcher."

6. The call taker will verbalize the need for an EMD to take over the phone call (i.e.

"EMD needed on 911-9")

7. The EMD shall open the original CAD entry and begin EMD interrogation.
   a. The EMD shall verify the address of the call by saying, "Please verify your address," or something similar.
   b. The EMD dispatcher should reassure the caller by telling them, "Help is on the way," before asking the remaining case entry questions and performing EMD in its entirety.