

	POLICY & PROCEDURE	SERIES # 1403	PAGE 1 OF 2
	SUBJECT EMERGENCY MEDICAL DISPATCHING		EFFECTIVE DATE 04/23/12
			OVERSIGHT Support Services
DISTRIBUTION ALL MANUALS	AMENDS/SUPERSEDES/CANCELS P&P # 1403 dated 08/09/00.		

I. PURPOSE:

The purpose of this policy is to provide direction for the implementation and use of the Emergency Medical Dispatch (EMD) system.

II. POLICY:

It is the policy of the Hampton Police Division to use an emergency medical dispatch program that has been approved by the Operational Medical Director of the division of Fire and Rescue. Only those telecommunicators who have successfully completed approved training will provide this service.

III. PROCEDURE:

A. Training – All training will be conducted by qualified instructors.

1. Telecommunicators will complete all required training prior to engaging in EMD procedures. This will also become part of the training provided to new telecommunicators. CPR certification will be approved by the Operational Medical Director (OMD).
2. EMD certification requires that telecommunicators participate in continuing training or related education to maintain certification. Retraining and recertification in EMD and CPR will meet the requirements established by applicable laws, state standards, or under the direction of the OMD.

B. Operations

1. A protocol card file will be kept at each workstation engaged in EMD. The EMD protocol program is also interfaced with the Computer Aided Dispatch system.
2. Telecommunicators will strictly adhere to the appropriate protocol when handling an EMD call. Pre- and Post dispatch instructions will be provided to the caller verbatim.

APPROVED:
CHIEF OF POLICE



3. Callers should be kept on the telephone until the arrival of EMS personnel if the call is of a serious nature as per protocol or if, in the opinion of the call taker, it would benefit the caller emotionally to remain on the phone.
4. The on duty Communications Supervisor may suspend EMD as circumstances warrant. If EMD is suspended, the on duty EMS Supervisor will be notified immediately. The Communications Supervisor will then submit a Special Report forthwith to the Commander of Communications detailing the reasons for this action.
5. A quality assurance review of EMD calls will be conducted on a regular basis by Emergency Communications Staff members. A report of this review will be submitted monthly to the Commander of Communications.

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