EMERGENCY HEALTH SERVICES FEDERATION

Operational Protocols

EMS DISPATCH PROTOCOL

1) INTENT

The appropriate dispatch of EMS resources is an important part of the EMS response. The Public Safety Answering Point (PSAP) serves as the recipient of calls for emergency medical incidents. The Emergency Health Services Federation adopted the Medical Priority Dispatch (MPD) Program, as recommended by advisory committees. The MPD Program provides for caller interrogation, EMS resource deployment, response determinant, pre-arrival instructions and quality assurance.

2) SCOPE

a) This protocol applies to the PSAPs within the southcentral region.

   i) The PSAP is required by the Public Safety Emergency Telephone Act of 1990, as amended, to participate in an approved emergency dispatch program.

   ii) The PSAPs, through a cooperative effort, participates in the MPD Program adopted by the Emergency Health Services Federation and approved by the Pennsylvania Department of Health.

b) This protocol applies to all licensed advanced life support, basic life support and quick response emergency vehicles.

   i) The EMS Act of 1985, as amended, defines the function of the regional EMS council to plan, develop, maintain, expand, and improve EMS Systems within a specific geographical area of this Commonwealth.

   ii) A responsibility for a regional EMS council as defined in §1001.123 (3) is to advise PSAPs and municipal and county governments, as to EMS resources available for dispatching and recommend dispatching criteria that may be developed by the Department, or by the regional EMS council as approved by the Department.

   iii) The Emergency Health Services Federation, serving as the regional EMS council for southcentral Pennsylvania, developed this protocol to provide for clear direction for the PSAP and EMS services when performing or responding to a dispatch for an emergency call.
3) DISPATCH PROTOCOL

a) General Statement

The Emergency Health Services Federation, with the approval of the Pennsylvania Department of Health, has adopted the Medical Priority Dispatch (MPD) Program for the region. All PSAP’s have trained personnel and program materials to conduct the MPD Program.

The Medical Priority Dispatch Program is a comprehensive, nationally-recognized program for emergency medical dispatch. The MPD Program defines the appropriate EMS resources and response mode for emergency medical calls.

b) Protocol Criteria

The following protocol criteria will define process for the use of the MPD Program:

i) The PSAP will receive the call for an emergency and process the call according to the MPD Program. This process will include appropriate caller interrogation, EMS resource deployment, response determinant and, if required, pre-arrival instructions.

ii) The PSAP telecommunicator will dispatch the appropriate EMS resources and announce the response determinant as defined by the MPD Program.

iii) EMS services dispatched by the PSAP will respond to the emergency call, as instructed by the telecommunicator, based on the MPD Program criterion and response mode.

iv) Changes in the response mode can occur, as directed, by the PSAP telecommunicator or based on additional information available to the EMS service. If a change occurs, justification for the response mode change must be documented on the patient care report and/or EMS service incident report.

v) The response mode has been modified to reflect the regional EMS system. The modification has been reviewed, and approved by the Regional Medical Director, as follows:

- Class 3 – Closest Designated Basic Life Support Ambulance without LIGHTS & SIREN
- Class 2 – Closest Designated Basic Life Support Ambulance with LIGHTS & SIREN
- Class 1 – Closest Designated Basic and/or Advanced Life Support Ambulance with LIGHTS & SIREN
4) **EMS DISPATCH QUALITY ASSURANCE**

a) General Statement

The PSAP will conduct quality assurance program as defined by the MPD Program. This quality assurance program is required by the Public Safety Emergency Telephone Act of 1990.

EMS services should participate in the PSAP quality assurance program to assist with the evaluation, analysis and improvement of the MPD Program.