



REGION 11 CHICAGO EMS SYSTEM POLICY	Title: Emergency Medical Dispatcher (EMD)
	Section: EMS Personnel
	Approved: EMS Medical Directors Consortium
	Effective: December 6, 2023

EMERGENCY MEDICAL DISPATCHER (EMD)

I. EMD LICENSURE

- A. To apply for licensure as an EMD, the individual shall request that the EMS System submit the following to IDPH:
 - 1. A completed electronic transaction form recommending initial licensure as an EMD; and
 - 2. Documentation of successful completion of a training course in emergency medical dispatching that meets or exceeds the national curriculum of the United States Department of Transportation for EMS Dispatchers or its equivalent.
- B. Reciprocity shall be granted to an individual who is licensed as an EMD in another state and who meets IDPH requirements.
- C. An individual who is certified or recertified by a national certification agency shall be licensed as an EMD if he or she meets IDPH requirements.
- D. The EMD license shall be valid for a period of four years.
- E. A licensed EMD shall notify IDPH within 30 days after any changes in name or address. Notification may be in person or by mail, phone, fax or electronic mail. Addresses may be changed through IDPH's online system. Name and gender changes require legal documents (i.e. marriage license or court documents).
- F. A person may not represent himself or herself, nor may an agency or business represent an agent or employee of that agency or business, as an EMD unless licensed by IDPH as an EMD.

II. EMD PROTOCOLS

- A. The EMD shall use the IDPH-approved emergency medical dispatch priority reference system (EMDPRS) protocol selected for use by his or her agency and approved by the EMS Medical Director. Pre-arrival support instructions shall be provided in a non-discriminatory manner and in accordance with the EMDPRS established by the EMS Medical Director of the EMS System in which the EMD operates.
- B. EMD protocols shall include:
 - 1. Complaint-related question sets that query the caller in a standardized manner;
 - 2. Pre-arrival instructions associated with all question sets;
 - 3. Dispatch determinants consistent with the design and configuration of the EMS System and the severity of the event as determined by the question sets; and



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4. Post-dispatch instructions with all question sets.
 5. Informing the caller requesting an emergency vehicle of the estimated time of arrival when this information is requested by the caller.
- C. If the dispatcher operates under the authority of an Emergency Telephone System Board established under the Emergency Telephone System Act, the protocols shall be established by the Board in consultation with the EMS Medical Director.
- D. The EMD shall provide pre-arrival instructions in compliance with protocols selected and approved by the system's EMS Medical Director and approved by IDPH.
- E. IDPH and the EMS Medical Director shall approve EMDPRS protocols that meet or exceed the requirements set forth by IDPH and the National Highway Traffic Safety Administration (NHTSA) Emergency Medical Dispatch: National Standard Curriculum.

III. EMD RELINCENSURE

- A. To apply for relicensure, the EMD shall submit the following to IDPH no less than 30 days before the licensure expiration date:
1. An approval signed by the EMS Medical Director recommending recertification; and
 2. Proof of completion of at least 12 hours annually of medical dispatch continuing education.
- B. The EMD shall file a written or electronic application for renewal with IDPH no less than 30 days before the license expiration date. Incomplete license applications submitted less than 30 days before the expiration of the license may not be processed by the expiration date and will be subject to a late fee.
- C. An EMD whose license has expired may, within 60 days after the license expiration date, complete all relicensure requirements and submit relicensure fees, including a late fee, online or by certified check or money order. Cash or personal check will not be accepted. If all relicensure requirements have been met and there are no pending or sustained disciplinary actions against the EMD, IDPH will relicense the EMD.
- D. An EMD who has not been recommended for relicensure by the EMS Medical Director shall independently submit to IDPH an application for recertification. The EMS Medical Director shall provide the EMD with a copy of the appropriate form to be completed.

IV. EMD EDUCATION PROGRAMS

- A. IDPH-approved emergency medical dispatch training programs shall be conducted in accordance with the standards of the National Highway Traffic Safety Administration Emergency Medical Dispatch: National Standard Curriculum or equivalent.



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- B. Applications for approval of EMD education programs shall be filed with IDPH on IDPH-approved forms. The application shall contain, at a minimum, the name of the applicant, agency and address, type of education program, Lead Instructor's name and address, and dates of the education program.
- C. Applications for approval, including a copy of the course schedule and syllabus, shall be submitted at least 60 days in advance of the first scheduled class. A description of the text book being used and passing score for the course shall be included with the application. The application shall be made on a form provided by IDPH and will include, but not be limited to, the following:
1. Name of applicant, agency and address;
 2. Lead Instructor's name, license number, address and contact information;
 3. Name and signature of the EMS Medical Director and the EMS System Coordinator;
 4. Type of education program;
 5. Dates, times and location of the education program (submit course schedule);
 6. Goals, objectives and course outline;
 7. Methods, materials and text books;
 8. Content and time consistent with the National Highway Traffic Safety Administration Emergency Medical Dispatch: National Standard Curriculum and additional course curricula required by IDPH. Initial or modified course syllabi shall be approved by IDPH;
 9. Description of evaluation instruments (student, clinical units, faculty and programs); and
 10. Requirements for successful completion, when applicable.
- D. All EMD education, training, and CE courses shall be coordinated by at least one approved EMS Lead Instructor. The EMS Lead Instructor shall be approved by IDPH.
- E. EMD training programs shall be conducted by instructors licensed by IDPH as an EMT or Paramedic who:
1. Are, at a minimum, licensed as emergency medical dispatchers;
 2. Have completed an IDPH-approved course on methods of instruction;
 3. Have previous experience in a medical dispatch agency; and



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- 4. Have demonstrated experience as an EMS instructor.
- F. Any change in the EMD education program's EMS Lead Instructor shall require that an amendment to the application be filed with IDPH.
- G. Questions for all quizzes and tests to be given during the EMD education program shall be prepared by the EMS Lead Instructor and available for review by IDPH upon request.
- H. All approved programs shall maintain course and student records for seven years. The records shall be made available to IDPH for review upon request.

V. EMERGENCY MEDICAL DISPATCH AGENCY CERTIFICATION

- A. To apply for certification as an emergency medical dispatch agency, the person, organization or government agency that operates an emergency medical dispatch agency shall submit the following to IDPH:
 - 1. A completed emergency medical dispatch agency certification form that includes name and address;
 - 2. Documentation of the use on every request for medical assistance of an emergency medical dispatch priority reference system (EMDPRS) that complies with IDPH requirements and is approved by the EMS Medical Director.
 - 3. Documentation of the establishment of a continuous quality improvement (CQI) program under the approval and supervision of the EMS Medical Director. The CQI program shall include, at a minimum, the following:
 - a. A quality assistance review process used by the agency to identify EMD compliance with the protocol;
 - b. Random case review;
 - c. Regular feedback of performance results to all EMDs;
 - d. Availability of CQI reports to IDPH upon request; and
 - e. Compliance with the confidentiality provisions of the Medical Studies Act.
- B. A person, organization, or government agency shall not represent itself as an emergency medical dispatch agency unless the person, organization, or government agency is certified by IDPH as an emergency medical dispatch agency.

VI. EMERGENCY MEDICAL DISPATCH AGENCY RECERTIFICATION

- A. To apply for recertification, the emergency medical dispatch agency shall submit an application to IDPH at least 30 days prior to the certification expiration date. The application shall document continued compliance with Section V above.



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VII. REVOCATION OR SUSPENSION OF EMD OR EMERGENCY MEDICAL DISPATCH AGENCY CERTIFICATION

- A. The EMS Medical Director shall report to IDPH whenever an action has taken place that may require the revocation or suspension of a license issued by IDPH.
- B. Revocation or suspension of an EMD license or emergency medical dispatch agency certification shall be in accordance with rules and regulations set forth by IDPH.