

SAN JOAQUIN COUNTY  
EMERGENCY MEDICAL SERVICES AGENCY

**TITLE: EMS DISPATCHER AUTHORIZATION**

EMS Policy No. **2101**

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**PURPOSE:** The purpose of this policy is to establish procedures for issuing authorization to EMS dispatchers that provide emergency medical dispatch (EMD) service to the residents and visitors in San Joaquin County.

**AUTHORITY:** Health and Safety Code, Division 2.5, Section 1797.220; 1798 et seq; California Code of Regulations, Title 22, Division 9, Chapter 12, Section 100404.

**POLICY:**

**I. Initial Authorization:**

- A. Applicants shall complete and submit the following prior to beginning employment as an EMS dispatcher in San Joaquin County.
  1. Submit a completed EMS Dispatcher Authorization application.
  2. Submit copies of:
    - a. Current International Academies of Emergency Dispatch (IAED) Emergency Medical Dispatcher (EMD) certification.
    - b. Current certification in cardiopulmonary resuscitation (CPR) for the Professional Rescuer or Healthcare Provider, issued from American Heart Association, American Red Cross, or programs approved by the San Joaquin County EMS Agency (SJCEMSA).
    - c. Valid state identification card (i.e., driver's license) or valid federal identification (i.e., military identification).
  3. Submit proof of affiliation with an approved SJCEMSA EMD Center.
  4. Pay the application fee established by the Board of Supervisors. All fees are non-refundable and non-transferable.
- B. Authorization shall expire on the same date as the applicant's IAED EMD certification.

**II. Maintenance of Authorization:**

- A. EMS Dispatchers shall complete the following to maintain continuous authorization:
  1. Submit a complete EMS Dispatcher authorization application, no later than thirty (30) days prior to expiration of their authorization.
  2. Submit copies of:
    - a. Renewed and valid IAED EMD certification.
    - b. Current certification in cardiopulmonary resuscitation (CPR) for the

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Effective: June 1, 2021  
Supersedes: July 1, 2010

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Approved: Signature on file  
Medical Director

Signature on file  
EMS Administrator

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- Professional Rescuer or Healthcare Provider, issued from American Heart Association, American Red Cross, or programs approved by the SJCEMSA.
- c. Valid state identification card (i.e., driver's license) or valid federal identification (i.e., military identification).
  - 3. Submit proof of affiliation with an approved SJCEMSA EMD Center.
  - 4. Complete four (4) hours of ride-along observation with an approved SJCEMSA ALS emergency provider. The time shall be documented on the application and verified by the EMD center manager.
  - 5. Pay the fee established by the Board of Supervisors. All fees are non-refundable and non-transferable.
- B. If through the CQI process, the employer or SJCEMSA Medical Director determines that the dispatcher needs additional training, observation or testing, the employer, or the SJCEMSA Medical Director may create a specific and targeted program of remediation based upon the identified need of the dispatcher. If there is disagreement between the dispatcher, the employer and the SJCEMSA Medical Director, the decision of the SJCEMSA Medical Director shall prevail.

**III. Lapsed Authorization:**

- A. In order for an individual whose authorization has lapsed to be eligible for renewal, the following applies:
  - 1. For a lapse of less than twenty-four (24) months, requirements listed in Section II. A.-B. must be completed within the last twenty-four (24) months. The application fee will include the late fee established by the San Joaquin County Board of Supervisors.
  - 2. For a lapse of more than twenty-four (24) months, all requirements listed in section I. must be completed.

**IV. Falsification of any of the authorization/reauthorization documents may result in the denial of the application.**