



PUBLIC SAFETY ANSWERING POINTS (PSAP) EMERGENCY MEDICAL DISPATCH PROGRAM APPROVAL

Effective: January 1, 2024
Replaces: January 22, 2007

Resources:

None

I. Purpose

The purpose of this policy is to establish standardized criteria for the approval of Public Safety Answering Points (PSAP) Emergency Medical Dispatch (EMD) programs consistent with applicable State statutes, regulations, and guidelines.

II. Program Requirements

- A. -The Public Safety Answering Point (PSAP) providing emergency medical dispatching must utilize the International Academies of Emergency Dispatch (IAED)'s Medical Priority Dispatch System (MPDS). The County EMS Agency Medical Director shall review and approve all EMD MPDS protocols and protocol revisions.

- B. Any Santa Clara County PSAP not already approved to provide EMD, now wishing to provide EMD, must submit for approval a written proposal to the County EMS Agency.

- C. The proposal must contain, at a minimum:
 1. A description of the geographic area to be served.
 2. A justification for the implementation of EMD.

 3. Confirmation and acknowledgement that the PSAP will utilize IAED MPDS protocols as authorized by the County EMS Medical Director.

 4. The program must have a physician medical advisor.

5. Confirmation and acknowledgement that the dispatcher will be trained and certified to IAED standards.

An Emergency Medical Dispatch Quality Improvement Plan that includes participation on the County's Emergency Medical Dispatch Quality Improvement Committee.

6. The Agency will notify the requestor of intent to approve or deny the application within sixty (60) days of receipt of application. The "notice of intent" shall include any reasons for approving or denying the application.

III. Quality Improvement Activities

- A. PSAP shall maintain a physician medical advisor.
- B. PSAP shall participate in the County's Emergency Medical Dispatch Quality Improvement Committee.
- C. PSAP shall maintain utilization of IAED's MPDS protocols.