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1.0 Essential Competencies Emergency Medical Dispatcher (EMD)

- 1.1 Receive and Process Calls for Assistance.
- 1.2 Recognize the requirement for pre-hospital emergency medical resources.
- 1.3 Perform radio and telephone communications as outlined in Emergency Health Services Nova Scotia (EHS) Standard Operating Procedures (SOP).
- 1.4 Demonstrate technical proficiency and extensive knowledge of all communications centre equipment.

2.0 Dispatch and Co-ordinate Appropriate, Available Resources

- 2.1 Determine vehicle response mode and configuration based on the EMD's evaluation of injury or illness severity using medically approved, previously identified priority symptoms.
- 2.2 Allocate the appropriate resources as determined by EHS SOP.
- 2.3 Recognize the need for, and co-ordinate response of other public safety agencies and first responders.
- 2.4 Provide complete and accurate information, in a concise manner, regarding patient condition, call location and routing instructions to responding units/agencies.
- 2.5 Maintain response area coverage through the development and re-development of available resources using pre-selected post locations.
- 2.6 Maintain excellent working knowledge of all EHS SOPs.
 - 2.6.1 Properly deploy unit hours using approved Systems Status Management techniques.
 - 2.6.2 Practice workload management according to vehicle types and systems requirements.
- 2.7 Maintain current knowledge base of service area, including major streets and public buildings.
 - 2.7.1 Be adept with the use of map books.
 - 2.7.2 Able to receive and follow written or verbal directions.

3.0 Provide Information and Pre-arrival Instructions

- 3.1 Provide pre-arrival instructions to the emergency caller through the use of systemized, pre-scripted caller interrogation questions, pre-arrival instructions and protocols approved by medial control.
 - 3.1.1 Recognize the role of off-line medical control and direction in the provision of the above.

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3.0 Provide Information and Pre-arrival Instructions (cont)

- 3.2 Provide accurate information on patient condition and identify hazards for the responding field personnel and agencies.
- 3.3 Relay patient information as requested or required.

4.0 Coordinate with Other Agencies and Emergency Services

- 4.1 The EMD must ensure the existence and maintenance of an effective communication link between and among all public safety agencies involved in an EMS response to facilitate mutual aid and to coordinate services such as traffic control, fire suppression, extrication, and power line removal.

5.0 Records and Documentation

- 5.1 Record and retrieve emergency and non-emergency (transfer) medical response records.
- 5.2 Record and update road closings, construction zones, and hospital diversions to all appropriate personnel.
- 5.3 Document and report any complaints, mechanical failure, or problems to the appropriate authority.
- 5.4 Assure completeness and accuracy of call information, response times, and required shift reports.

6.0 Maintain Current Certification

- 6.1 EMD's must successfully graduate from and maintain current certification through the National Academy of Emergency Medical Dispatchers.
- 6.2 EMD's must be graduates of a P1/PCP training program recognized by Emergency Health Services Nova Scotia, or "grandfathered" at the P1/PCP level by EHS. EMDs are not required to maintain active registration as Paramedics.
- 6.3 EMD's must demonstrate ability to type at 25 words a minutes.