Maine EMS Functional Position Description

for

Emergency Medical Dispatcher

Maine EMS Board Approved – May 2, 2007

Introduction

This Functional Position Description sets forth requirements for Emergency Medical Dispatch (EMD) licensure pursuant to Chapter 5-A of the Maine EMS System Rules and 32 M.R.S.A. §85-A(2).

The information contained in this document may be provided to anyone who is interested in the qualifications, competencies and tasks expected of an EMD.

Qualifications

An Emergency Medical Dispatcher must meet all of the requirements for training, licensure and quality assurance as set forth in chapter 5-A of the Maine EMS System rules and 32 M.R.S.A. §85-A.

Knowledge, Skills and Abilities

1. Communicate verbally and speak clearly with other personnel and the public, via radio and telephone equipment;

2. Understand and interpret written, oral, and electronic information;

3. Exercise good judgment, remain and convey calm in high-stress situations; must have the ability to multi-task and function efficiently throughout an entire work shift;

4. Read English language protocol card sets, manuals, maps, and all information systems required of a 911 telecommunicator;

5. Demonstrate competency in basic telecommunications;

6. Employ methods that may calm and focus a caller, interview callers of all types, gather medical information and provide pre-arrival and/or post-dispatch instructions;

7. Demonstrate helpfulness and compassion toward the sick or injured patient and/or the caller;

8. Prioritize and consolidate interview findings and relay information to responders in a systematic fashion;
9. Document, file and retrieve, in writing and electronically, all relevant information in prescribed format. This includes, but is not limited to, alpha-numeric transcription of addresses, locations, telephone number, patients’ age, gender, critical status, and complaint condition;

10. Function within the team framework of public safety and EMS systems;

11. Converse in English with co-workers and public safety responders as to status of patient and circumstances of scene;

12. Perform duties in a manner that does not endanger the health or safety of the dispatcher, callers, co-workers or the public.

Representative Tasks

Emergency Medical Dispatchers must demonstrate competency in the provision of dispatch life support activities that may include, but are not limited to:

- Practice in accordance with an Emergency Medical Dispatch Priority Reference System approved by Maine EMS;
- Thorough, efficient, professional and compassionate caller interrogation;
- Detection and response to potential hazards to the patient, bystanders, or responders;
- Provision of pre-arrival instructions that may include, but are not limited to:
  - Airway and breathing management
  - Cardio-pulmonary resuscitation
  - Choking management
  - Bleeding control
  - Emergency childbirth
  - Caller-assisted administration of physician-prescribed medications such as epinephrine auto-injectors;
- Adherence to appropriate sequence for questions and instructions;
- Awareness of the hysteria threshold and diligent use of repetitive persistence;
- Appropriate prioritization of the call; selection and dispatch of appropriate response resources;
- Provision of other post-dispatch instructions that may continue to assist the patient(s) and prepare the responders for rapid and safe access, as well as other preparations for circumstances related to the call;
- Relay of relevant information accurately and completely