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MAINE EMERGENCY MEDICAL SERVICES  
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## **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;

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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