

Joint Committee on Administrative Rules
ADMINISTRATIVE CODE

TITLE 77: PUBLIC HEALTH
CHAPTER I: DEPARTMENT OF PUBLIC HEALTH
SUBCHAPTER f: EMERGENCY SERVICES AND HIGHWAY SAFETY
PART 515 EMERGENCY MEDICAL SERVICES, TRAUMA CENTER, PRIMARY
STROKE CENTER AND EMERGENCY STROKE READY HOSPITAL CODE
SECTION 515.710 EMERGENCY MEDICAL DISPATCHER

Section 515.710 Emergency Medical Dispatcher

- a) Emergency Medical Dispatcher (EMD) Certification
- 1) To apply for certification as an Emergency Medical Dispatcher (EMD), the individual shall submit the following to the Department:
 - A) A completed Emergency Medical Dispatcher certification form that includes name, address, and employer of the Emergency Medical Dispatcher; and
 - B) Documentation of successful completion of a *training course in emergency medical dispatching meeting or exceeding the national curriculum of the United States Department of Transportation for EMS Dispatchers* or its equivalent. (Section 3.70(a) of the Act)
 - 2) An individual who is registered as an Emergency Medical Dispatcher on February 1, 2003, and meets the qualifications of this Section shall be certified as an Emergency Medical Dispatcher.
 - 3) Reciprocity shall be granted to an individual who is certified as an Emergency Medical Dispatcher in another state and who meets the requirements of this Section.
 - 4) An individual who is certified or recertified by a national certification agency shall be certified as an Emergency Medical Dispatcher if he/she meets the requirements of this Section.
 - 5) The certification shall be valid for a period of four years.
 - 6) A certified EMD shall notify the Department within 30 days after any

changes in name, address or employer. Notification may be in person or by mail, phone, fax or electronic mail.

- 7) *A person may not represent himself or herself, nor may an agency or business represent an agent or employee of that agency or business, as an Emergency Medical Dispatcher unless certified by the Department as an Emergency Medical Dispatcher. (Section 3.70(b)(11) of the Act)*

b) EMD Protocols

- 1) *The Emergency Medical Dispatcher shall use the Department-approved Emergency Medical Dispatcher priority reference system (EMDPRS) protocol selected for use by his/her agency and approved by the EMS Medical Director. Prearrival support instructions shall be provided in a non-discriminatory manner and shall be provided in accordance with the EMDPRS established by the EMS Medical Director of the EMS System in which the EMD operates. (Section 3.70(a) of the Act)*
- 2) EMD Protocols shall include:
 - A) Complaint-related question sets that query the caller in a standardized manner;
 - B) Pre-arrival instructions associated with all question sets;
 - C) Dispatch determinants consistent with the design and configuration of the EMS System and the severity of the event as determined by the question sets; and
 - D) Post-dispatch instructions with all question sets.
- 3) *If the dispatcher operates under the authority of an Emergency Telephone System Board established under the Emergency Telephone System Act, the protocols shall be established by the Board in consultation with the EMS Medical Director. (Section 3.70(a) of the Act)*
- 4) *The EMD shall provide prearrival instructions in compliance with protocols selected and approved by the System's Medical Director and approved by the Department. (Section 3.70(b) of the Act)*
- 5) The Department and the EMS Medical Director shall approve EMDPRS protocols that meet or exceed the requirements of subsection (b)(2) and the National Highway Traffic Safety Administration (NHTSA) Emergency Medical Dispatch: National Standard Curriculum (1996); available from the U.S. Government Printing Office, P.O. Box 371954, Pittsburgh, Pennsylvania 15250-7954; no later editions or amendments are included.

c) EMD Recertification

- 1) To apply for recertification, the EMD shall submit the following to the Department at least 30 days prior to the certification expiration date:
 - A) An approval signed by the EMS Medical Director and recommending recertification;
 - B) Proof of completion of *at least 12 hours annually of medical dispatch continuing education*. (Section 3.70(b)(7) of the Act)
- 2) An EMD who has not been recommended for recertification by the EMS Medical Director shall independently submit to the Department an application for recertification. The EMS Medical Director shall provide the EMD with a copy of the appropriate form to be completed.

d) Emergency Medical Dispatcher Training Program

- 1) *Department-approved Emergency Medical Dispatch training programs* shall be *conducted in accordance with the standards* of the National Highway Traffic Safety Administration Emergency Medical Dispatch: National Standard Curriculum or equivalent. (Section 3.70(b)(9) of the Act)
- 2) Applications for approval of Emergency Medical Dispatcher training programs shall be filed with the Department on forms prescribed by the Department. The application shall contain, at a minimum, the name of the applicant, agency and address, type of training program, lead instructor's name and address, and dates of the training program.
- 3) Applications for approval, including a copy of the class schedule and course syllabus, shall be submitted at least 60 days in advance of the first scheduled class. A description of the textbook being used and passing score for the class shall be included with the application.
- 4) *All education, training, and continuing education courses for Emergency Medical Dispatcher shall be coordinated by at least one approved EMS Lead Instructor*. (Section 3.65(b)(5) of the Act) The EMS Lead Instructor shall be approved by the Department based on the requirements of Section 515.700.
- 5) *Emergency Medical Dispatcher training programs shall be conducted by instructors licensed by the Department as an EMT-B, EMT-I, or EMT-P who:*
 - A) *are, at a minimum, certified as emergency medical dispatchers;*
 - B) *have completed a Department-approved course on methods of*

instruction;

- C) *have previous experience in a medical dispatch agency; and*
 - D) *have demonstrated experience as an EMS instructor. (Section 3.70(b)(14) of the Act)*
- 6) Any change in the EMD training program's EMS Lead Instructor shall require that an amendment to the application be filed with the Department.
 - 7) Questions for all quizzes and tests to be given during the EMD training program shall be prepared by the EMS Lead Instructor and available for review by the Department upon the Department's request.
 - 8) All approved programs shall maintain class and student records for seven years, which shall be made available to the Department for review upon request.
- e) Emergency Medical Dispatch Agency Certification
- 1) To apply for certification as an Emergency Medical Dispatch Agency, the person, organization or government agency that operates an Emergency Medical Dispatch Agency shall submit the following to the Department:
 - A) A completed Emergency Medical Dispatch Agency certification form that includes name and address;
 - B) Documentation of *the use on every request for medical assistance of an emergency medical dispatch priority reference system (EMDPRS) that complies with this Section and is approved by the EMS Medical Director (Section 3.70(b)(10) of the Act); and*
 - C) Documentation of *the establishment of a continuous quality improvement (CQI) program under the approval and supervision of the EMS Medical Director. (Section 3.70(b)(10) of the Act)* The CQI program shall include, at a minimum, the following:
 - i) A quality assistance review process used by the EMD agency to identify EMD compliance with the protocol;
 - ii) Random case review;
 - iii) Regular feedback of performance results to all EMDs;
 - iv) Availability of CQI reports to the Department upon request; and

- v) Compliance with the confidentiality provisions of the Medical Studies Act [735 ILCS 5/8-2101].
- 2) *A person, organization, or government agency may not represent itself as an Emergency Medical Dispatch Agency unless the person, organization, or government agency is certified by the Department as an Emergency Medical Dispatch Agency. (Section 3.70(b)(12) of the Act)*
- f) **Emergency Medical Dispatch Agency Recertification**
To apply for recertification, the Emergency Medical Dispatch Agency shall submit an application to the Department, on a form prescribed by the Department, at least 30 days prior to the certification expiration date. The application shall document continued compliance with subsection (e) of this Section.
- g) **Revocation or Suspension of EMD or EMD Agency Certification**
 - 1) *The EMS Medical Director shall report to the Department whenever an action has taken place that may require the revocation or suspension of a certificate issued by the Department. (Section 3.70(b)(4) of the Act)*
 - 2) Revocation or suspension of EMD or EMD Agency certification shall be in accordance with Section 515.420 of this Part.
- h) **Waiver of Emergency Medical Dispatch Requirements**
 - 1) The Department may modify or waive EMD requirements based on:
 - A) *The scope and frequency of dispatch activities and the dispatcher's access to training; or*
 - B) *Whether the previously attended dispatcher training program merits automatic recertification for the dispatcher. (Section 3.70(b)(15) of the Act)*
 - 2) The following individuals are exempt from the requirements of this Section:
 - A) Public safety dispatchers who only transfer calls to another answering point that is responsible for dispatching of fire and/or EMS personnel;
 - B) Dispatchers for volunteer or rural ambulance companies providing only one level of care, whose dispatchers are employed by the ambulance service and are not performing call triage, answering 911 calls or providing pre-arrival instructions.

(Source: Amended at 27 Ill. Reg. 7302, effective April 25, 2003)