

*Detroit East Medical Control Authority*  
**System Protocols**  
EMERGENCY MEDICAL DISPATCH

October 1, 2013

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**PROTOCOL**

All dispatchers operating with a Public Safety Answering Point (PSAP) to provide medical direction shall be adequately trained and certified as Emergency Medical Dispatchers (EMDs) and shall maintain said certification to function as EMD Dispatchers. For the purposes of this protocol, adequately trained shall be defined as certification by a nationally recognized program (e.g., Medical Priority, APCO, Power Phone) as approved by the Medical Control Authority.

The PSAP Agency shall be responsible for ensuring that EMD protocols are implemented and utilized. The requirement for providing pre-arrival instructions may be temporarily waived due to high call volume; however, the expectation is that all PSAP Agencies shall strive to provide pre-arrival instructions for 90% of medically-oriented requests for service.