



Guide book for Emergency Medical Dispatch in New Mexico

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Guide book for Emergency Medical Dispatch in New Mexico

A Comprehensive Guide to Assist All Medical Dispatchers with State of New Mexico Regulation

Introduction

The Emergency Medical Dispatch Agency (EMDA) is an integral part of New Mexico's Emergency Medical Services (EMS) system. Emergency Medical Dispatchers (EMDs) are the initial and one of the most critical links in all models of the provision of excellent emergency medical care during any emergency. In an effort to provide the best outcome possible for the patient, EMD care, provided from the receipt of the call until arrival of EMS providers on scene, is the first critical action that must be addressed. The Department of Health recognizes that the quickest way to get a medical professional on the scene is to provide high quality EMD. Therefore, the State assures that only Certified EMDAs and State licensed EMDs provide this life-saving service. Based on the commitment to high quality medical care in New Mexico, the Emergency Medical Services Bureau (EMSb) is charged with the licensing and regulation of EMDs and EMD Instructors.¹ This manual is designed to be a concise but comprehensive resource to ensure EMDs have all the information needed to successfully comply with all State of New Mexico rules, regulations, and guidelines.

Purpose

The purpose of this manual is to provide EMD agencies with a guide to understanding New Mexico's rules, regulations, and minimum standards to be met by those providing Emergency Medical services in the State of New Mexico to protect and promote the health and safety of the people. The standards in this guide include: agency certification, training, continuing education, licensure, re-licensure, protocol use and compliance, medical direction and oversight, quality assurance, improvement, and management of EMD specific to this State.

I. EMD Training Program Approval

- A. All EMD training programs must be approved by the New Mexico EMS Bureau and meet or exceeds the U.S. department of transportation (USDOT) standards for EMD.

B. The following are approved EMD training courses:

EMS Region III (MegaCall™)

(575)769-2639

www.emsregion3.org

NAEMD

1-800-960-6236

www.medicalpriority.com

Powerphone

1-800-535-6937

www.powerphone.com

APCO Institute Inc

www.apcoinstitute.org

1-386-322-2500

II. Instructor Requirements

All EMD Course Instructors are required to be certified by the approved course provider.

III. Emergency Medical Dispatch Description

- A. An Emergency Medical Dispatch Agency (EMDA) is any organization, or a combination of organizations working cooperatively that routinely accepts calls for emergency medical assistance and utilizes an emergency medical dispatch system employing EMSB approved emergency medical dispatch priority reference system (EMDPRS) techniques.
- B. Emergency Medical Dispatch includes the reception, evaluation, processing, and provision of dispatch life support, management of requests for emergency medical assistance, and participation in ongoing evaluation and improvement of the emergency medical dispatch process. The emergency medical dispatch process

is not limited to call routing only, but includes identifying the nature of the request, prioritizing the severity of the request, dispatching the necessary resources, providing medical aid and safety instructions to the callers, and coordinating the responding resources as needed.

- C. Emergency Medical Dispatchers (EMDs) are providers who are trained and licensed pursuant to the EMS Act, NMSA 1978, Section 24-10B-4 F, to receive calls for emergency medical assistance, provide pre-arrival medical instructions, dispatch emergency medical assistance and coordinate its response.

IV. EMD Agency Certification and Performance

- A. An emergency medical dispatch agency cannot operate within the state of New Mexico, dispatch calls within or from the state of New Mexico, or represent itself to be an emergency medical dispatch agency operating in the state of New Mexico unless the emergency medical dispatch agency holds a valid certificate in accordance with NMAC Title 7, Chapter 27, Part 10 Certification of Emergency Medical Services Agencies.
- B. A certified medical dispatch agency must utilize an emergency medical dispatch priority reference system that is published by a bureau-approved source, 7.27.10 NMAC 15, and that is used by licensed emergency medical dispatchers. A medical dispatch agency must utilize only licensed EMDs for emergency medical dispatch.
- C. In the event of a large scale emergency or mass casualty incident, exceptions may be granted to emergency medical dispatch agencies so they may suspend emergency medical dispatch for the duration of the incident to accommodate the unusual increase in call volume.
- D. A medical dispatch agency must be operated in a safe, efficient, and effective manner in accordance with Certification, and must further comply with the following minimum standards:
 - 1) An emergency medical dispatch agency shall, in accordance with any applicable requirements of this rule, implement and ensure that the agency's medical director reviews, approves, and oversees:
 - (a) an emergency medical dispatch priority reference system;
 - (b) an emergency medical dispatch training program;

- (c) a quality assurance program;
 - (d) an emergency medical dispatch oversight committee; and
 - (e) an emergency medical dispatch continuing education program;
- 2) Any emergency medical dispatch priority reference system, including but not limited to its questions, instructions, codes, and protocols, must be utilized in its entirety, rather than in limited parts.
 - 3) An emergency medical dispatch agency must ensure that emergency medical dispatchers follow the questions and decision-making processes (flowcharts) within their emergency medical dispatch priority reference system in compliance with the written policies and procedures of their emergency medical dispatch agency, and as approved by the agency's medical director.
 - 4) An emergency medical dispatch agency must use a EMSB approved emergency medical dispatch priority reference system on every request for medical assistance.
 - 5) An emergency medical dispatch agency must ensure that each emergency medical dispatcher provides dispatch life support (including but not limited to pre-arrival instructions) in compliance with the written text or scripts and other processes within the approved emergency medical dispatch priority reference system.
 - 6) An emergency medical dispatch agency must maintain and utilize policies and procedures for the safe and effective use of the agency's approved emergency medical dispatch priority reference system.
 - 7) An emergency medical dispatch agency must ensure that emergency medical dispatchers maintain valid licensure in accordance with 7.27.2 NMAC ("Licensing of Emergency Medical Services Personnel").
 - 8) An emergency medical dispatch agency must set minimum training requirements that meet state standards for emergency medical dispatcher certification.
 - 9) An emergency medical dispatch agency must, with the written approval and supervision of the agency's medical director and with the input of the agency's emergency medical dispatch oversight committee, establish a continuous quality

assurance program that measures various areas of compliance with the emergency medical dispatch priority reference system.

10) An emergency medical dispatch agency shall maintain and utilize the most current version of the bureau-approved emergency medical dispatch priority reference system selected for use by the emergency medical dispatch agency within six months of its publication; the most current version of the priority reference system shall also be approved in writing by the emergency medical dispatch medical director.

11) An emergency medical dispatch agency's emergency medical dispatch oversight committee must:

(a) establish local medical standards for dispatch procedures to assure the appropriate EMS response units are dispatched to the medical emergency scene.

(b) develop a relevant emergency medical dispatch system;

(c) develop relevant local standing orders and protocol as needed;

(d) establish and monitor training standards for initial and continuing education;

and

(e) plan, develop and implement the EMS agency's quality assurance program.

E. The bureau shall identify pre-approved standardized emergency medical dispatch priority reference systems for selection and use by local emergency medical dispatch agencies.

V. Application For Certification

A. An EMS agency must apply for certification using an approved application form, and shall provide completed and legible responses to every applicable element of the application form. The application can be found on the EMSB website at www.nmems.org

The link for the application download can be found at

http://www.nmems.org/documents/MedicalRescueCertificationApplicationJan2011_000.pdf

An EMD checklist can be found at

<http://www.nmems.org/documents/DispatchCenterChecklist.xls>

- B. The bureau may issue a temporary certification to an EMS agency for a period not to exceed three continuous months upon submission of a fully completed initial certification application and payment of appropriate fees. The bureau may in its sole discretion grant a temporary certification to an EMS agency in order to:
- 1) Allow the EMS agency to begin or continue operations while awaiting full certification.
 - 2) Provide the EMS agency additional time to submit information requested by the bureau.
 - 3) Provide the EMS agency additional time to meet other certification standards.
 - 4) Provide the EMS agency time to appeal an initial determination or denial of certification.
- C. To become fully certified, an EMS agency must:
- 1) Comply with applicable federal, state, and local laws regarding the operation of a business in the state of New Mexico or the counties or municipalities thereof.
 - 2) If the agency is an out-of-state EMS agency, submit to the bureau a copy of a bureau-approved accreditation certificate.
 - 3) Complete an initial certification application and submit it to the bureau along with the required application fee;
 - 4) Submit to any inspections that may be conducted by the bureau;
 - 5) Comply with all applicable federal and state regulatory requirements.
 - 6) Conduct criminal background checks of the EMS agency personnel, if requested by the bureau.
 - 8) Furnish insurance documentation as required by the Certification rule.

- 9) Provide documentation that the agency is using the most current version of its bureau-approved EMDPRS by submitting the name, version number, and date of last revision of the EMDPRS used by the dispatch agency; and
- 10) Satisfy all other certification requirements applicable under the Certification rule.

VI. EMD Agency Recertification

- A. An EMS agency shall submit a certification renewal package to the bureau at least thirty calendar days prior to the expiration of the EMS agency's certification.
 - 1) To obtain renewal certification, an EMS agency must:
 - (a) submit to the bureau a completed renewal certification application form;
 - (b) submit to the bureau the applicable certification fee;
 - (c) comply with all applicable federal and state regulatory requirements
 - (d) if the agency is an out-of-state EMS agency, submit to the bureau a copy of a bureau approved accreditation certificate;
 - (e) comply with all other certification requirements applicable under this rule.
- B. The entire Certification Rule can be downloaded at:
http://www.nmems.org/documents/72710new_Final_AppvdyVJO_2-25-10.pdf

VII. Initial Licensing EMD and EMD-Instructor

1. Emergency Medical Dispatcher (EMD)

- A. Licensure as an Emergency Medical Dispatcher in New Mexico is mandatory for all persons who provide pre-arrival medical instructions to the emergency and non-emergency caller. To apply for initial licensure as an EMD:
 - 1) You must be eighteen (18) years of age, and be of good character;
 - 2) You must provide evidence of a current bureau approved CPR certification at the professional rescuer level; or, if physically unable to be CPR certified, provide written documentation of current knowledge and practical applications of CPR, as defined in these rules;

- 3) You must successfully complete an EMD training course, which has been approved by the bureau, that meets or exceeds the U.S. department of transportation (USDOT) standards for EMD, within the previous twelve (12) months;
- 4) You must meet all other licensing requirements found in the New Mexico License of Emergency Medical Services Personnel (7.27.2.8 NMAC)
- 5) You must submit the required application and licensure fees as required by these rules. Fees can be paid by Check, Money Order or Purchase Order for \$25.00 (in-state) or \$50.00 (out-of-state) made out to **NM EMS Bureau**. No cash or credit card will be accepted. **THIS FEE IS A NON-REFUNDABLE PROCESSING FEE.**

Mail (no faxes will be accepted) completed application package to:

NM EMS Bureau
Attn: Gerald Keene
1301 Siler Road, Building-F
Santa Fe, NM 87507

- 6) Out of State Applicants: Persons who do not have a Certificate of Completion from a New Mexico approved EMD training program but are currently certified or licensed in another state as an EMD, or have successfully completed an equivalent out-of-state EMD training course as determined by the EMS Bureau within the previous twelve (12) months, may apply for licensure by submitting an application along with documentation of current out-of-state certification or licensure or out-of-state certification of EMD course completion. Upon recognition by the bureau, the person may be fully licensed as an EMD.

2. Emergency Medical Dispatcher-Instructor (EMD-I)

- A. Licensure as an Emergency Medical Dispatcher Instructor allows the individual to teach New Mexico approved EMD courses. To apply for initial licensure as an EMD:

- 1) You must be a licensed EMT-basic, or higher level of licensure; or, if physically unable to be licensed as an EMT-basic, provide verification of successful course completion from an EMT-B training program;
- 2) You must have graduated from high school or possess a GED;
- 3) You must be eighteen (18) years of age, and be of good character;
- 4) You must provide evidence of a current bureau approved CPR certification at the professional rescuer level; or, if physically unable to be certified for CPR, provide written documentation of current knowledge and practical applications of CPR, as defined by these regulations;
- 5) You must be currently licensed as an EMD;
- 6) You must have successfully completed an EMD-instructor training course from an EMD program which is approved by the bureau;
- 7) You must meet all other licensing requirements found in 7.27.2.8 NMAC of these rules; and
- 8) You must submit the required application and licensure fees as required by these rules. Fees can be paid by Check, Money Order or Purchase Order for \$35.00 (in-state) or \$70.00 (out-of-state) made out to **NM EMS Bureau**. No cash or credit card will be accepted. **THIS FEE IS A NON-REFUNDABLE PROCESSING FEE.**

Mail (no faxes will be accepted) completed application package to:

NM EMS Bureau
Attn: Gerald Keene
1301 Siler Road, Building-F
Santa Fe, NM 87507

- 9) Out of State Applicants: Persons who do not have a Certificate of Completion from a New Mexico approved EMD Instructor training program but are currently certified or licensed in another state as an EMD Instructor, or have successfully completed an equivalent out-of-state EMD Instructor training course as determined by the EMS Bureau within the previous twelve (12) months, may apply for licensure by submitting an application along with

documentation of current out-of-state certification or licensure or out-of-state certification of EMD Instructor course completion.

VIII. EMD License Renewal Checklist

A. Emergency Medical Dispatcher (EMD)

- 1) Current professional BLS Provider CPR Card; or, if physically unable to be certified for CPR, provide written documentation of current knowledge and practical applications of CPR.
- 2) 24 hours continuing education that adheres to the following:
 - (a) Emergency Medical Dispatch CE 12 contact hours
 - (b) Bureau approved medical subjects/skills 12 contact hours
 - (c) Completed renewal application and fee(s)

Note: If the EMD is also licensed at the EMT-B, EMT-I or EMT-P level; the EMD may then use those contact hours of continuing education activity obtained during the renewal period for the EMT-B, EMT-I or EMT-P licensure toward the medical renewal requirements.

B. Emergency Medical Dispatcher Instructor (EMD-I)

- 1) Current professional BLS Provider CPR Card; or, if physically unable to be certified for CPR, provide written documentation of current knowledge and practical applications of CPR.
- 2) 24 hours continuing education that adheres to the following:
 - (a) Emergency Medical Dispatch CE 12 contact hours
 - (b) Bureau approved medical subjects/skills 12 contact hours
 - (c) Current licensure at the EMT-B or higher level
 - (d) Verification of good standing through Bureau approved EMD Training Program
 - (e) Completed renewal application and fee(s)

Note: CEs that are used for re-licensure at the EMT-B, EMT-I or EMT-P level; may be used for contact hours of continuing education activity obtained during the renewal period for the EMT-B, EMT-I or EMT-P licensure toward the medical renewal requirements.

C. Final Renewal Reminders:

- 1) Renewal requirements must be completed by December 31st of the year prior to the March 31st license expiration date – for example, if your license expires March of 2015, your CE's and refresher must be completed by December 31st of 2014.
- 2) To assure you receive your renewed license prior to the expiration of your current license, **SUBMIT YOUR RENEWAL PACKET EARLY.**
- 3) All continuing education **MUST** be approved by the EMS Bureau and have an EMS Bureau issued CE approval number, or be a pre-approved course (PHTLS, AMLS, etc).
- 4) A maximum of ten (10) hours of CE credit from a CECBEMS accredited distributive learning program may be applied toward a refresher course blueprint and a maximum of twelve (12) hours of CE credit applied toward the additional CE requirement. This provision does not apply to refresher courses sponsored by Bureau approved training
- 5) Individuals pursuing new levels of licensure must maintain their current level of licensure until they have received their new level license. If your license expires, you cannot test for a new level.
- 6) An individual wishing to “drop down” a level (for example, from Intermediate to Basic) must complete the renewal requirements for the license level to which they are seeking licensure.
- 7) Make a copy of your entire renewal packet prior to submitting it to the EMS Bureau.
- 8) If you do not complete all your renewal requirements prior to December 31st of the given year prior to your expiration, you will need to complete the “Re-entry” process. If you feel you have extenuating circumstances and may qualify for a waiver, you may request a waiver from the EMS Licensing Commission. If you need more information on the Waiver or Re-entry process, contact the EMS Bureau at 505-476-8200.

10) It is **YOUR** responsibility (not the service for whom you work) for meeting and submitting all renewal requirements to keep your license current.

IX. Emergency Medical Dispatch CE

A. Definition: Those topics that primarily address the area of dispatch operations. Examples of topics covered under the Emergency Medical Dispatch CE category:

Dispatch Policy, Procedure, and Protocols	Types of Calls
Roles & Responsibilities	Protocol and Call Classification
Ethics, Values, and Professionalism	In-Progress, Just-Occurred, Past Event calls
Media Relations	Law Enforcement Calls for Service
Confidentiality	Fire Calls for Service
Telephone Technology	Medical Calls for Service
Cellular Phones and PCSs	Radio Frequency and Channel Usage
9-1-1 Technology	Broadcast Rules and Procedures
TDD/TTY Technology	FCC Rules
Manual Dispatching	Legal Liability
Computer-Aided Dispatch	Risk Management
Radio Communication	Stress Management
Active and Passive Listening	Critical Incident Stress
Cultural Diversity and Communication	Verbal and Nonverbal Communication
Call Receiving	Solving Communication/Language Problems
Types of Callers	Interview Techniques and Call Control
High-Risk and Challenging Callers	

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X. Reciprocity

All applicants seeking reciprocity shall submit an application (bubble sheet) for initial licensure in the State of New Mexico. The application shall include; a current certification

from one of the approved EMD course providers, a current approved CPR card/ course completion letter and a processing fee of \$25.00.

Recognition of other States, Territories, Provinces and National EMD Standard-Setting & Certification Organizations

XI. Approval of National EMD Standard-Setting & Certification Organizations

XII. Quality Assurance, Improvement, and Management Program Requirements

XIII. Applicable Regulations

The following are portions of New Mexico Statutes Annotated (NMSA) That apply to Emergency Medical Dispatchers.

- Chapter 29 Law Enforcement Article 7C Public Safety Telecommunicator Training Program
- Chapter 24 Health and Safety, Article 10A, 10B, 10C, and 10D
- Title 7 Health, Chapter 27, Emergency Medical Services
- NMAC Title 7, Chapter 27, Part 10 Certification of Emergency Medical Services Agencies.
- Title 10, Public Safety And Law Enforcement, Chapter 29, Law Enforcement Academy, Part 10 Public Safety Telecommunicator Minimum Standards Of Training

The following are approved CPR courses:

American Heart Association "BLS Healthcare Provider"

American Red Cross "CPR/AED for the Professional Rescuer"

Emergency Care and Safety Institute "Professional Rescuer CPR"

National Safety Council "CPR and AED"

Medic First Aid "Basic Life Support for Professionals (BLSPRO)"

American Safety & Health Institute "CPR for the Professional Rescuer"

Military Training Network "BLS Healthcare Provider"

EMS Safety Services: CPR/AED for the Professional Rescuer

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End Notes

¹ Subsection L of Section 24-10B-4 New Mexico Statutes Annotated 1978

Reference Web Sites

<http://www.nmems.org>

<http://conwaygreene.com/nmsu/lpext.dll?f=templates&fn=main-hit-h.htm&2.0>

http://www.nmlea.dps.state.nm.us/docs/Training_Act.pdf

<http://www.nmcpr.state.nm.us/NMAC/>

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