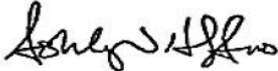


Methodist Health Services Corporation UnityPoint Health- Proctor EMS	Page # 1 of 1	Section:	Policy #: 38
	Approved by: 		Date: 2/2019 Review by: 2/2020
	Supersedes: Date Revised: 2/2019		
	Primary Responsible Parties: Dr. Ashley N. Huff Secondary Responsible Parties: Melissa Stokes		
	Joint Commission Standard:		
SUBJECT: Medical Priority Dispatch System			

I. POLICY:

Pre-hospital care begins during the pre-arrival phase of a response. Triage and information gathering during a response allows the EMS system to send the appropriate resources. Pre-arrival instructions to patients and callers can be a critical component of a positive outcome. This protocol establishes the standard for method for processing of a request for EMS service.

II. GENERAL INFORMATION:

A. The Medical Priority Dispatch System™, as published and periodically updated by the International Academy of Emergency Medical Dispatch™ (IAEMD), is the only pre-arrival system approved by the Unity Point Health EMS system.

1. All processed calls shall be assigned a MPDS call-type and determinant.
2. Levels of determinants are Ω, Alpha, Bravo, Charlie, Delta, and Echo with Echo level calls being the most critical and time dependent.

B. All Public Safety Answering Points (PSAP's)/9-1-1 or agencies receiving emergent requests for EMS shall ensure that all 1st and 2nd party calls have the appropriate triage and pre-arrival instructions as per Medical Director approved MPDS protocol.

1. MPDS is not intended to be processed with a 3rd party caller.
2. A 9-1-1 Center may designate another entity to administer the MPDS to their medical callers.
3. Either manual (flip cards) or electronic (ProQA) methods of MPDS are acceptable.

C. The Medical Director reviews, approves, and signs all MPDS protocols including the response mode (emergent or non-emergent) and the response level (BLS or ALS).

D. All call-takers that process emergency medical requests shall maintain current Emergency Medical Dispatcher certification.

E. Quality assurance of the MPDS and pre-arrival phase of EMS is administered through Unity Point Health EMS.