

CENTRAL CALIFORNIA
EMERGENCY MEDICAL SERVICES
A Division of the Fresno County Department of Public Health

Manual	Emergency Medical Services Administrative Policies and Procedures	Policy Number 162 Page 1 of 1
Subject	EMS Dispatcher Certification	
References		Effective: 04/15/86

I. POLICY

All dispatchers whose responsibilities include answering emergency medical calls and providing medical pre-arrival instructions to the caller shall be certified by the local EMS Agency Medical Director as an EMS Dispatcher.

II. PROCEDURE

A. Applicants:

1. Shall be employed or have an employment commitment from an approved ambulance dispatch center in the Fresno, Kings, Madera or Tulare County.
2. Shall demonstrate proof of current certification in Basic Life Support or CPR.
3. Successful completion and certification in Medical Priority Dispatch and other certifications as required by individual agreements (i.e., Emergency Fire Dispatch).
4. Eight (8) hours of observation on an ALS unit within Fresno, Kings, Madera or Tulare Counties.
5. Complete an orientation session on local protocols, policies and procedures, and other instruction as deemed necessary by the EMS Agency.
6. Shall successfully complete the EMS Agency's EMS Dispatch Accreditation Exam.
7. Successfully complete a Live Scan background check. If the applicant has already completed a Live Scan background check for the CCEMSA and it is on file with the CCEMSA, then a Live Scan background check may not be required. In these instances, the applicant should call the EMS agency for confirmation. Live Scan forms must be obtained from the CCEMSA or the CCEMSA website in order for Live Scan processing.

B. Disciplinary Action

EMS Dispatchers in Fresno, Kings, Madera and Tulare Counties may receive disciplinary action, which may include decertification by the EMS Medical Director in accordance with EMS Agency Policy and Procedure.

Approved By	Daniel J. Lynch (Signature on File at EMS Agency)	Revision
EMS Division Manager		04/15/2009
EMS Medical Director	Jim Andrews, M.D. (Signature on File at EMS Agency)	