

General Policy and Procedure

Ground Ambulance Service Dispatch

To insure the quality and consistency of EMS communications within the Washtenaw/Livingston MCA, all requests for medical assistance (except motor vehicle crashes and crimes) must be handled by or transferred to a certified Emergency Medical Dispatcher (EMD). Dispatch centers must be staffed with a minimum of two certified EMDs (24/7).

Certification:

The Washtenaw/Livingston MCA requires one of the following courses meet the guidelines for obtaining and maintaining certification in EMD:

- Medical Priority Dispatch Systems (MPDS)
- Association of Public Safety Communications Officials (APCO)
- Other courses as reviewed and approved by the Washtenaw/Livingston Medical Control Authority.