



Advanced Emergency Medical Dispatch (EMD) Course Outline and Requirements

This course will focus on the following areas:

- Improve quality of service and caring to the caller
- Correctly identify Chief Complaints
- Assign needed resources
- Improve scene safety
- Provide effective Dispatch Life Support
- Learn the new Compressions 1st CPR
- Provide crucial Pre-Arrival Instructions even in high-risk childbirth situations (breech, etc.)
- Safely prioritize calls
- Acquire Academy EMD certification

The course also includes:

- National Academy of Emergency Medical Dispatch® membership
- Two-year subscription to the *Journal of Emergency Dispatch*
- IAEMD® certification & diploma
- EMD patch and Advanced EMD rocker
- EMD course manual
- Principles of Emergency Medical Dispatch textbook, 4th Edition, Version 12.0
- Advanced EMD lesson on CD-ROM

The only prerequisites to becoming an Academy-certified EMD are an age requirement of 18 years or older and CPR-certification.

Advanced EMD Course Outline

- Introduction to Emergency Medical Calltaking and Dispatch
- Structure and Function of Prioritized Dispatch
- Medical, Time-Life Incident, and Trauma Chief Complaint Protocol Utilization
- Dispatch Life Support
- Telecommunication Essentials
- Caller Management
- EMD Legal Issues
- EMD Quality Improvement
- Conclusion: Prepare for Certification

If you have further questions on any of the items covered here, or if you have a question that this outline didn't cover then please contact your supervisor or visit the Priority Dispatch website at www.prioritydispatch.net.