



MEDICAL PRIORITY DISPATCH SYSTEM

MEDICAL PRIORITY DISPATCH SYSTEM (MPDS) BENEFITS

Establishment of a Unified Standard helps ensure that each caller receives comparable levels of service regardless of the Chief Medical Complaint or the calltaker's experience. A unified standard also facilitates quality improvement procedures because each dispatcher's performance is objectively evaluated.

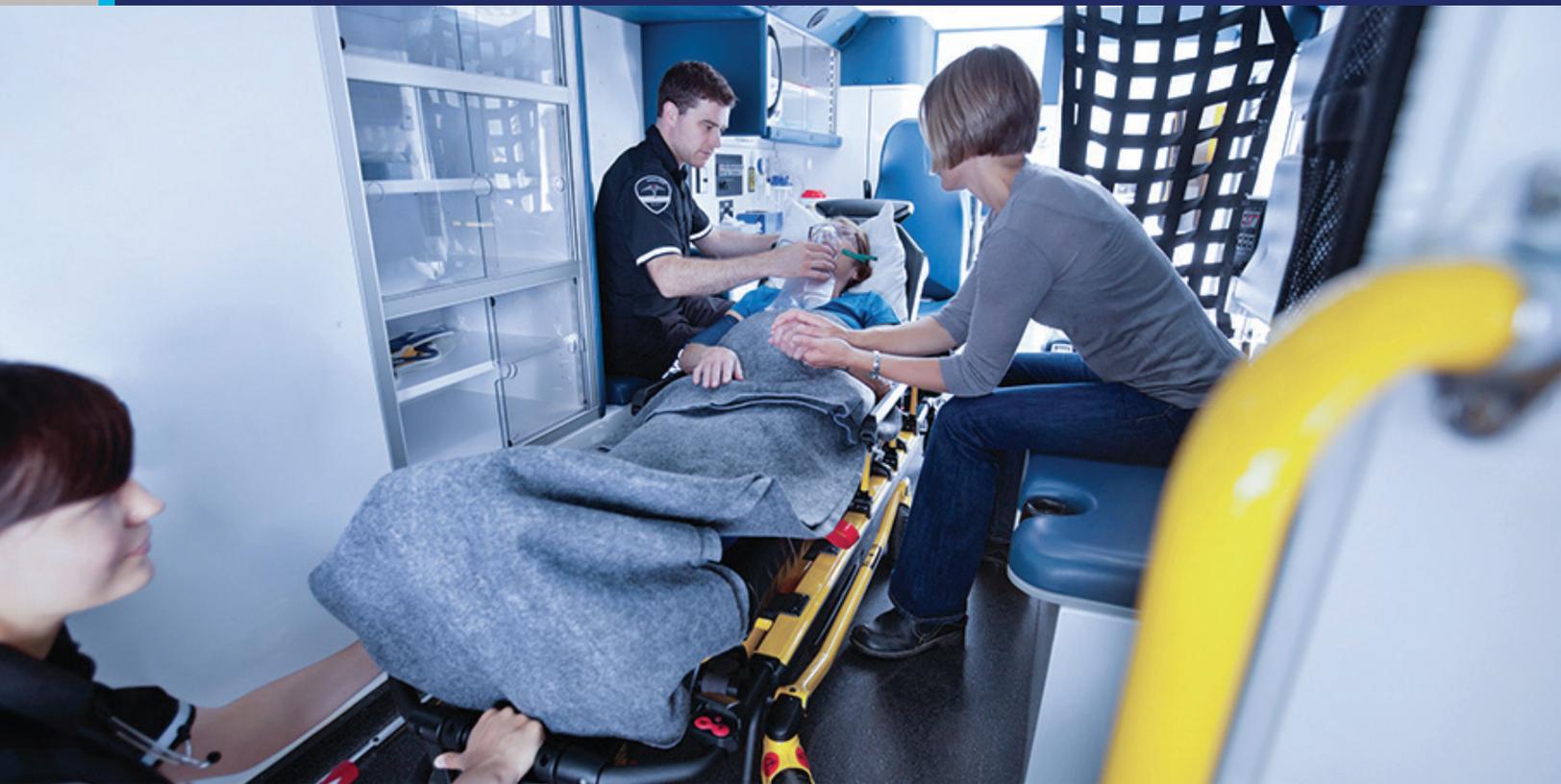
Safe prioritization of Responses enables agencies to triage responses according to the seriousness of the incident and local needs. This process maximizes resource utility while minimizing the potential for emergency medical vehicle collisions and resource depletion.

Certification of Emergency Medical Dispatchers (EMDs) ensures that competent calltakers are taking the community's emergency calls, building trust in those they serve. Appropriate training always provides the highest level of return when using the MPDS.

Quality Improvement (QI) Procedures measure individual performance against a defined standard. QI ensures a high standard of service for every call regardless of any variable in the calltaker's experience.

Reduction of Liability results when agencies work from a recognized standard of best practices, prioritize responses, certify calltakers, and maintain a robust QI program. All of this is available through the use of MPDS, which provides the most complete package in liability protection for medical dispatch.

Accredited Center of Excellence recognition is achieved by maintaining the highest level of excellence at the dispatch and communication center operations levels. This accreditation by the International Academies of Emergency Dispatch is only given to the very best communication centers and ensures their communities that they are receiving the best possible emergency services.



MEDICAL PRIORITY DISPATCH SYSTEM (MPDS) FEATURES

"Help me! My baby has stopped breathing, tell me what to do!" This caller's 9-1-1 communication center could tell her exactly what to do because they were using MPDS. The certified calltaker was able to quickly gather the crucial information needed to dispatch responders and then, working together with the mother using over-the-phone Pre-Arrival instructions, they helped her baby begin breathing again on his own, even before the paramedics arrived. The baby made a complete and healthy recovery. Cases like this one and millions of others are why the MPDS is the most widely used and respected calltaking protocol worldwide.

Use of a Case Entry system. The MPDS Protocol provides a standardized method for answering each call. Event location and callback numbers are verified and the appropriate Chief Complaint is selected.

Identification and ordering of Key Questions. The protocol identifies and prompts the dispatcher to ask the right questions for each Chief Complaint. The questions and information are logically ordered with scene safety first, followed by other essential information.

Logic-based selection of Response Determinants. Recommendations for response codes are driven by onscene event information provided by the caller. The specific response codes ensure that calls are triaged according to designated local agency-defined response policy.

Provides Pre-Arrival Instructions for life-threatening situations. Based on the information provided by the caller, the protocol helps calltakers recognize specific, life-threatening situations such as choking, child- birth, airway arrest, and others that can benefit from a Zero-Minute Response. In these incidents, the protocol prompts the calltaker to give easy-to-follow, step-by-step Pre-Arrival Instructions to the caller to support life until field responders arrive.

Provides Post-Dispatch Instructions for callers and calltakers. These important instructions help the call-taker direct the caller to improve scene safety and the effectiveness of the overall response, as well as providing direction to the calltaker in sending notification to additional agencies.