

# Emergency Medical Dispatcher (EMD)

## Health Services



### Pre-requisites:

- High school diploma or equivalent (GED)
- Fluent in English
- Typing speed 25 wpm
- Attend an orientation held Wednesdays (weekly) @ 8:15-11:00 a.m.
- CPR certification for Professional Rescuer required before class completion

This is a 6-week, 96 hour, 3 day a week, (5.5 hours class time + sit along + 8 hours CPR) program. This course will provide a combination of lecture, class work, computer simulation and on the job training in the following three areas of study:

### 1st: Lecture/classroom work including:

- Multimedia education: CAD usage (computer aided dispatch), multi-line telephone systems, radio systems (fixed and portable), general office equipment, maps.
- Communication skills, confidence and workplace etiquette skill workshop.
- Stress management/crisis intervention skills.
- Medical terminology and application.
- General dispatching skills (that can be applied in a private employment setting e.g. a towing company or private ambulance service).
- Education on giving emergency medical instruction

## Low Cost Training

### 2nd: Hands on/practical:

- CPR certification for the Professional Rescuer
- Computer Aided Dispatch (CAD) simulation in the classroom environment. Possible interaction with the EMT program.
- Ride-along or Sit-along (including tours of a communication center and work experience with an Emergency Medical Services provider in a field situation and/or communications center).

### Successful students receive:

- Course workbook
- Official Certificate of Course Completion
- Confidence and employment skills in a specialized career field.
- EMD shirt



### Scope of Practice of the Emergency Medical Dispatcher

The Emergency Medical Dispatcher scope of practice includes any or all of the following duties and responsibilities:

- a. Receiving and processing calls for emergency medical assistance,
- b. Determining the nature and severity of medical incidents,
- c. Prioritizing the urgency of the response
- d. Dispatching appropriate emergency medical service (EMS) resources,
- e. Giving post-dispatch and pre-arrival instructions to callers at the scene of an emergency,
- f. Relaying pertinent information to responding personnel,
- g. Coordinating with public safety and EMS providers as needed, and
- h. Other medical activities as approved by the EMD Medical Director.



## Emergency Medical Dispatcher (EMD)

<b>Initial Materials Fee:</b>	<b>\$995</b>
<b>Total cost of books &amp; supplies</b>	<b>\$ 20</b>
<b>Total cost of the program:</b>	<b>\$1015</b>
<b>6 week program (96 hours, three days a week 5.5 hour classes Monday, Wednesday &amp; Friday)</b>	

ISBN #	Books required for class	Price
	<b>Initial Materials Fee</b>	<b>995</b>
1	Emergency Dispatcher 911 Operator Exam Book	\$20
	<b>Total cost of the program</b>	<b>\$1015</b>
	<b>* Out of pocket expense to student:</b>	
1	1 ½ inch 3 ring binder	
1	Set of 10 binder dividers	
	Pens, pencils & papers	
	Black or blue slacks (for eg. Dickies work pants), <b>NO JEANS!!!</b> black closed toe shoes	

## CPR for the Professional Rescuer Certification

*CAJ Career & Education Center*  
 5451 Lemon Hill Avenue, Sacramento, CA 95824  
 (916) 433-2600 Ext. 1000 [www.CAJ.edu](http://www.CAJ.edu)  
*Nancy Compton, Principal, Brant Choate, Assistant Principal*  
**Office Hours**  
 8:00 a.m. - 4:00 p.m. Monday & Wednesday  
 8:00 a.m. to 1:30 p.m. Tuesday & Thursday  
 8:00 – 12:00 p.m. Friday  
 12:30 – 1:00 p.m. Lunch (Monday through Friday)