



Emergency Medical Dispatch (EMD)

EMS dispatch (911) centers who provide telephone triage of EMS services and online medical instructions through Emergency Medical Dispatch (EMD) must meet the following requirements:

1. The EMD program must have a medical director fulfilling the NCCEP Qualifications for a Medical Director of an EMS system.
2. The EMD program must adopt a policy wherein Law Enforcement is dispatched along with EMS on fatality or unresponsive child pediatric 911 calls. When a qualifying pediatric (0-17 years) call is received by dispatch, law enforcement will be dispatched along with EMS. It will be at the discretion of the responding law enforcement agency to determine if they need to remain involved based on circumstances.
3. Protocols used by the EMD program must conform to either the **National Academy of Emergency Medical Dispatch** or the **Associated Public-Safety Communications Officials International** EMD protocols.
 - A. An approved EMD program must use the current published version of the EMD protocols.
 - B. A one-year grace period from the release of any new EMD protocol version will be given to each EMD program to adopt the new version and obtain compliance.
 - C. All EMD programs must submit all EMD protocols for approval by the North Carolina EMS Medical Director.
 - D. The North Carolina EMS Medical Director must approve any change or modification to the EMD protocols described above, other than the configuration of the dispatch determinants.