

San Luis Obispo Sheriff's Office
Emergency Medical Dispatch
Expanded Course Outline
8-Hour Course

STATEMENT OF PURPOSE:

This course is designed to train dispatchers on pre-arrival life-saving instruction during emergency medical calls, while reducing liability and risk factors.

COURSE OBJECTIVES:

The students will learn the necessity, legal concepts, and process of Emergency Medical Dispatch. Students will participate in interactive group scenarios with their peers and instructors.

EMERGENCY MEDICAL DISPATCH

I. Course Introduction / Orientation

- A. Registration
 - i. Students will sign-in on a class roster
- B. Introduction
 - i. Instructors and students will introduce themselves
- C. Course Outline and Objectives
 - i. Instructors will provide an overview of the course outline

II. Why EMD is Performed

- A. Importance of pre-arrival instructions
 - i. EMD saves lives
 - ii. When you would/would not give pre-arrival instructions
 - iii. Why you would suspend EMD
 - iv. Higher level of care
- B. Code II vs. Code III
 - i. First responder safety
 - ii. Citizen safety
 - iii. What determines code

III. Phases of Processing EMD Calls

- A. All Caller Interrogation
- B. Determining the correct protocol
- C. Pre-Arrival Instructions
- D. Navigating EMD Guide cards

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IV. Emergency Medical Services Agency

- A. Component
- B. Scope of practice and protocols we operate under
- C. Policy

V. Legal Concepts

- A. Liability
- B. Exemptions of liability
- C. Professional negligence
- D. Standard of care
- E. Avoiding legal issues

VI. Medical Concepts and Overviews

- A. Body systems
- B. Signs vs. symptoms
 - i. How to recognize common medical conditions

VII. CPR

- A. Early bystander CPR
 - i. Improving survival
- B. Roadblocks to CPR

VIII. Mass Casualty Incidents

- A. All dispatch center roles
- B. Medcom roles

IX. EMD Guide Card Practical

- A. Group work to navigate and practice using the EMD guide cards
 - i. Instructor selected medical scenarios

X. Skills Assessment/Final

- A. Classroom presentations
 - i. Teams perform EMD instruction from instructor selected scenario
- B. Questions/Recap
- C. Class/Instructor Evaluations