

The National Academy of Emergency Medical Dispatch

Model EMD Rules & Regulations of the NAEMD Model EMD Legislation Program

Model Statute for the Regulation of Emergency Medical Dispatch Agencies and Emergency Medical Dispatchers

Over the last 25 years it has become widely recognized that the person who takes a telephone request for emergency medical assistance must be able to do more than take the address of the incident and then call the ambulance personnel on the radio and tell them where to go.

The modern Emergency Medical Dispatcher (EMD) must be able to quickly identify the seriousness of the problem,

dispatch the appropriate response (from a single ambulance with no lights-and-siren to the "cavalry": police, fire truck, paramedics, and ambulance with sirens blaring), and provide life-sustaining medical instructions to the caller when necessary.

The EMD has become a medical professional that makes medical decisions about what care the patient needs, e.g., what medical resources to send to the patient, and a teacher of medical care over the telephone,

what to do or not to do.

All other medical professionals are regulated by States for the purpose of assuring the public that those that provide the service are properly trained and supervised. This document provides a model that a State or Province can use to provide that same level of assurance for Emergency Medical Dispatchers and the agency that provides Emergency Medical Dispatch Services to the public.

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Justification

Each of the following national standards-setting organizations have identified that emergency medical dispatch is a critical component of an emergency medical services system:

- **American College of Emergency Physicians¹**
- **American Heart Association²**
- **EMS for Children Program, Department of Health and Human Services³**
- **National Academy of Emergency Medical Dispatch⁴**
- **National Association of EMS Physicians⁵**
- **National Association of State EMS Directors⁶**
- **National Emergency Number Association⁷**
- **National Highway Traffic Safety Administration⁸**
- **National Institutes of Health⁹**
- **Standard Practice for Emergency Medical Dispatch (F 1258)**
- **Standard Practice for Training Instructor Qualification and Certification Eligibility of Emergency Medical Dispatchers (F 1552)**
- **Standard Practice for Emergency Medical Dispatch Management (F 1560)**

In spite of this national consensus, only 18 of the 50 states have legislation regulating Emergency Medical Dispatch. This document is designed to provide a framework for legislation and rules that will implement these national recommendations and standards. This document includes key components of legislation and rules with annotations regarding the need for specific language. The Academy is willing to assist with any additional information, including copies of the referenced documents. We hope you will find it useful.

Furthermore, the ASTM F-30 Committee on Emergency Medical Services has published voluntary standards for emergency medical dispatch:



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Model EMD Rules & Regulations

MODEL EMD RULES & REGULATIONS of the NAEMD Model EMD Legislation Program

I. Authority, Purpose, and Responsibilities

- A. The authority to establish these Rules is provided to the Department by the State [Territory, Province] of _____ who shall issue and enforce such Rules once adopted.
- B. The purposes of these Rules are:
1. To provide for the establishment of minimum standards to be met by those providing Medical Dispatch services in the State [Territory, Province] of _____ so as to protect and promote the health and safety of the people.
 2. To establish standards for the training, continuing education, certification, recertification, protocol use and compliance, medical direction and oversight, and quality assurance, improvement, and management of dispatchers certifying as Emergency Medical Dispatchers within the State [Territory, Province] of _____.
- C. The responsibilities included within these Rules shall be encompassed by the following specific areas:
1. Certification of EMDs and EMD agencies
 2. Recertification of EMDs and EMD agencies
 3. Training and EMD curriculum standards
 4. Instructor standards
 5. Continuing Dispatch Education standards
 6. Approval of the EMDPRS selected by the EMD agency
 7. Use of an approved EMDPRS
 8. Compliance standards for EMDPRS use
 9. Quality Assurance, Improvement, and Management (including random case review, scoring, and performance reporting)

10. EMD program governing Policies and Procedures standards
11. Medical Direction and Oversight
12. Prevention of misrepresentation
13. Revocation and suspension of certification

II. Definitions (as used in these Rules):

“Advanced Life Support Provider” means a person that has been licensed or certified as an EMT-Intermediate, an EMT-Paramedic, a Registered Nurse, or a licensed physician in any State [Territory, Province]. *[this definition may not be necessary if identified elsewhere in the applicable EMS statute or rules]*

“Call Routing” shall mean the reception of emergency calls where the purpose is to only determine the course of direction of routing (police, fire, medical) resulting in rapid transfer of medical callers to the EMD agency or EMD calltaker for emergency medical dispatching services.

“Compliance to Protocol” shall mean the adherence to the written text or scripts and other processes within the approved EMD-PRS except that, deviation from the text or script may only occur for the express purpose of clarifying the meaning or intent of a question or facilitating the clear understanding of a required action, instruction, or response from the caller. EMD performance is determined by the evaluation of this compliance.

“Continuing Dispatcher Education” shall mean medical dispatch relevant educational experiences in accordance with standards set forth in national standards established for the practice for emergency medical dispatching (i.e., ASTM F 1560 Standard practice for Emergency Medical Dispatch, Section 13).

“Department” shall mean the Department of [Health or agency with responsibility for certifying emergency medical personnel].

“Dispatch Life Support (DLS)” shall mean the knowledge, procedures, and skills used by trained EMDs in providing care and advice through pre-arrival instructions and post-dispatch instructions to callers requesting emergency medical assistance.

“EMD Medical Direction” shall mean the management and accountability for the medical care aspects of an emergency medical dispatch agency including: responsibility for the medical decision and care advice rendered by the emergency medical dispatcher and emergency medical dispatch agency; approval and medical control of the operational emergency medical dispatch priority reference system (EMD-PRS); evaluation of the medical care and pre-arrival instructions rendered by the EMD personnel; direct participation in the EMD system evaluation and continuous quality improvement process; and, the medical oversight of the training of the EMD personnel.

“EMD Medical Director” shall mean a licensed physician approved by the Department who provides EMD medical direction to the emergency medical dispatch agency and works with the local EMS medical director if not the same person.

“Emergency Medical Dispatcher (EMD)” shall mean a person trained to provide emergency medical dispatch services and is [certified, licensed] in accordance with this Act.

“Emergency Medical Dispatching” shall mean the reception, evaluation, processing, provision of dispatch life support, management of requests for emergency medical assistance, and participation in ongoing evaluation and improvement of the emergency medical dispatch process. This process includes identifying the nature of the request, prioritizing the severity of the request, dispatching the necessary resources, providing medical aid and safety instructions to the callers and coordinating the responding resources as needed but does not include call routing per se.

“Emergency Medical Dispatch Agency (EMD Agency)” shall mean any company, organization, or government agency that provides emergency medical dispatch services for emergency medical assistance, and is [certified, licensed] in accordance with this Act.

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“Emergency Medical Dispatch Priority Reference System (EMDPRS)” shall mean a Department approved and EMD Medical Director approved system that includes:

the protocol used by an emergency medical dispatcher in an emergency medical dispatch agency to dispatch aid to medical emergencies that includes: systematized caller interrogation questions; systematized dispatch life support instructions; and, systematized coding protocols that match the dispatcher’s evaluation of the injury or illness severity with the vehicle response mode and vehicle response configuration; continuous quality improvement program that measures compliance to protocol through ongoing random case review for each EMD; and a training curriculum and testing process consistent with the specific EMDPRS protocol used by the emergency medical dispatch agency.

“National EMD Standard-Setting & Certification Organization (NESSCO)”

An organization that provides and maintains a comprehensive EMD protocol and training system development process including a scientific methods-based standards improvement methodology. Such organizations must maintain current and up-to-date EMDPRS, curriculum, training, testing, certification, recertification, instructor, quality improvement, and accreditation programs and standards.

“Pre-arrival Instructions” shall mean the current, scripted medical instructions given in life threatening situations whenever possible and appropriate, where correct evaluation, verification, and advice given by Emergency Medical Dispatchers is essential to provide necessary assistance and control of the situation prior to arrival of emergency medical services personnel. These protocols are part of an EMDPRS and are used as close to word-for-word as possible.

“Post-dispatch Instructions” shall mean case-specific advice, warnings, and treatments given by trained EMDs whenever possible and appropriate after dispatching field responders. These protocols are part of an EMDPRS.

“Quality Assurance and Improvement Program” shall mean a program approved by the medical director and administered by the EMD agency for the purpose of insuring safe, efficient, and effective performance of EMDs in regard to their use of the EMDPRS and patient care advice provided. This program shall include at a minimum, the random case review evaluating EMD performance, feedback of EMDPRS compliance levels to EMDs, related CDE retraining and remediation, and submission of compliance data to the medical director and the Department.

“Vehicle Response Mode” shall mean the use of emergency driving techniques, such as warning lights-and-siren or routine driving response as assigned by the EMD agency and approved by the EMD Medical Director.

“Vehicle Response Configuration” shall mean the specific vehicle(s) of varied types, capabilities, and numbers responding to render assistance as assigned by the EMD agency and approved by the EMD Medical Director.

III. Authority and Responsibilities The Department shall:

- A. Certify and recertify** any person who meets the responsibilities and requirements as an emergency medical dispatcher outlined in VI/VII.
- B. Set minimum training** requirements that meet national standards for Emergency Medical Dispatcher **certification**.
- C. Evaluate and approve** EMD training programs based on national standards.
- D. Set minimum recertification** requirements including continuing dispatch education requirements that meet national standards for Emergency Medical Dispatcher **certification**.
- E. Certify and recertify** any agency that meets the responsibilities and requirements as an EMD agency according to national standards.

- F. Approve National EMD Standard-Setting & Certification Organizations** for recognition by the Department, one or more of the following: EMD training, testing, certification, recertification, curriculum, instructor, and accreditation processes.

IV. Requirements for providing Emergency Medical Dispatch Services

- A. Require all agencies** who accept calls for EMS assistance from the public and/or dispatch emergency medical personnel **shall be certified** and **have an Emergency Medical Dispatch Priority Reference System (EMDPRS)** used by certified Emergency Medical Dispatchers as follows:
 1. All EMDPRS protocols used by emergency medical dispatch agencies must be approved by the Department to assure compliance with national standards. Any EMDPRS approved by the Department, including its questions, instructions, codes, and protocols, shall be used as a whole rather than piecemeal.
 2. Use of a Department-approved EMDPRS on every request for medical assistance.
 3. Each EMD shall follow the questions and decision-making processes within their EMDPRS in compliance to the written policies and procedures of their EMD agency as approved by the Department.
 4. Each EMD shall provide dispatch life support (including pre-arrival instructions) in compliance to the written text or scripts and other processes within the approved EMDPRS.
 5. Each EMD agency shall have in place Department-approved policies and procedures for the safe and effective use of their approved EMDPRS.

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6. The Department shall identify pre-approved, standardized EMDPRS's for selection and use by local EMD agencies.

B. Certify and recertify any **person** who meets the responsibilities and requirements as an emergency medical dispatcher outlined in VI/VII.

C. Set minimum training requirements that meet national standards for Emergency Medical Dispatcher **certification**.

D. Evaluate and approve EMD training programs based on national standards.

E. Set minimum recertification requirements including continuing dispatch education requirements that meet national standards for Emergency Medical Dispatcher **certification**.

F. Certify and recertify any **agency** that meets the responsibilities and requirements as an EMD agency according to national standards.

G. Approve any **National EMD Standard-Setting & Certification Organization** for recognition by the Department of one or more of the following: EMD training, testing, certification, recertification, curriculum, instructor, and accreditation processes.

V. EMD Student Eligibility

To be eligible to enter an EMD training program an individual shall meet the following requirements:

- A. 18 years of age or older.
- B. A high school diploma or general education equivalent.

VI. EMD Certification

The EMD shall be recommended to the Department for certification based on the successful completion and demonstration of the following:

- A. 18 years of age or older.
- B. A high school diploma or general education equivalent.

C. A current basic cardiac life support card issued by (or DLS equivalent to the standards of) the American Heart Association or American Red Cross for adult and pediatric cardiopulmonary resuscitation.

D. Successful completion of a Department-approved EMD training course.

E. Upon receipt of a completed certification application, the Department shall issue a certificate to applicants who successfully complete certification requirements. The certificate shall contain the following:

1. The name of the individual certified.
2. The certificate number.
3. The effective date of certification.
4. The date of expiration.
5. A statement that the individual named on the card has fulfilled the requirements for certification and is EMD certified statewide to use the specific EMDPRS for which the EMD was trained.
6. The effective date of the initial certification shall be the day the license is issued.
7. The certification shall be valid for two (2) years from the last day of the month in which it was issued.

F. One may not represent oneself, nor may an agency or business represent an agent or employee of that agency or business, as an emergency medical dispatcher unless certified by the Department as an emergency medical dispatcher.

VII. EMD Recertification

A. An EMD that meets the following qualifications prior to certification expiration shall be eligible for recertification by the Department:

1. Complete and submit an EMD recertification application.
2. Is currently certified by the Department as an EMD.

3. Completes twelve (12) hours per year of approved EMD Continuing Dispatch Education (CDE) for each year of the current certification.

4. Pay the fee established by the Dept.

OR

1. Submits proof of having successfully recertified as an EMD through an approved National EMD Standards-Setting & Certification Organization.

B. The Department shall issue a certificate to applicants who successfully complete recertification requirements. The certificate shall contain the following:

1. The name of the individual certified.
2. The certificate number.
3. The effective date of certification.
4. The date of expiration.
5. A statement that the individual named on the card has fulfilled the requirements for certification and is certified to use the EMDPRS listed on the certificate.

C. The effective date of the recertification shall be the day the license is issued. The recertification shall be valid for two (2) years from the last day of the month in which it was issued.

VIII. Continuing Dispatch Education

Minimum continuing education meeting national standards is required for the Emergency Medical Dispatcher.

A. Twelve (12) hours of approved medical dispatch-specific continuing education each year.

B. EMD Continuing Dispatch Education activities or courses shall meet the following objectives:

1. Clear relevance to the practice of emergency medical dispatch and related to the knowledge base or technical skills required for the practice of emergency medical dispatch care.

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2. Development of a better understanding of telecommunications and the EMD's role and responsibilities.
 3. Enhancement of on-line skills in pre-arrival instructions and in all emergency telephone procedures within the practice of EMD.
 4. Improvement of skills in the use and application of all component parts of the EMDPRS including interrogation and prioritization.
 5. Practice and critique skill performance.
- C. Documentation of successful completion of the course or training shall contain the following information:
1. Name of participant.
 2. EMD certification number.
 3. Course title.
 4. Provider name and address.
 5. Date(s) of course.
 6. Signatures of instructor(s) and/or course director.
 7. Number of Continuing Dispatch Education hours.
- D. Each agency shall maintain CDE records for the current recertification period for each EMD in their employment. EMDs not currently employed by an EMD agency must maintain their own records.
- E. The Department may monitor local EMD agency CDE provider compliance with these standards.

IX. Recognition of other States, Territories, Provinces and National EMD Standard-Setting & Certification Organizations

- A. The Department will issue a certificate to a person who has a valid certification as an EMD from another state, territory, or province or has a valid certification from an approved National EMD Standard-Setting & Certification

Organization (NESSCO) if the person provides the Department with the following:

1. Copy of the valid state, territory, province, or NESSCO certification for the specific EMDPRS (name, version number, and date of last revision).
 2. Letter of good standing from their previous dispatch employer as applicable.
 3. Pay the fee established by the Department.
- B. A person who is certified or licensed in another state, territory, or province as an EMD, whose training is not equivalent to the requirements of these Rules, must complete the requirements for initial certification.
- C. A person who is certified or licensed in another state, territory, province as an EMD, but who has not been trained to use the EMDPRS of the employing EMD Agency, must meet the qualifications for initial certification.
- D. The Department shall issue a certificate to those individuals trained prior to adoption of these Rules upon submission to the Department of the following:
1. EMD training completion certificate obtained within the last two (2) years.
 2. Verification that the training course meets recognized national standards.

X. Approval of National EMD Standard-Setting & Certification Organizations

- A. National EMD Standard-Setting & Certification Organizations (NESSCOs) may submit a request for approval of program recognition.
- B. Request must include documentation of EMDPRS used (name, version number, and date of last revision), curriculum used (name, version number, and date of last revision), training methodology for instructor certification, and submit the certification examination for review.

- C. Agree in writing to keep current all materials initially submitted for approval.
- D. Any curriculum submitted for approval must meet current national standards.
- E. Upon approval, the Department shall issue a certification of recognition within ____ days of receipt of all requested program material.
- F. Non-compliance with any requirements of program approval, use of any unqualified teaching personnel, or non-compliance with any other applicable provision of these Rules may result in suspension or revocation of program recognition by the Department. A recognized NESSCO so notified of any noncompliance shall have sixty (60) days from the date of such written notice to comply with these Rules.

XI. EMD Training Program Approval

- A. EMD training programs must be based on a Department-approved EMDPRS and Department-approved curriculum that shall be submitted to the Department for approval prior to training.
- B. The Department shall receive and review the following prior to approving an EMD training program:
1. A statement identifying the specific EMDPRS (name, version number, and date of last revision) to be taught by the training program.
 2. A course outline.
 3. Maintain a final written examination specific to the EMDPRS taught by the program to be made available to the Department on request.
 4. Name and qualifications of the EMD instructor.
 5. Name of the director or responsible person(s).
 6. The address and phone number of training program headquarters.

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- C. A person, organization, or government agency may not offer or conduct a training course that is represented as a course for emergency medical dispatcher certification unless the person, organization, or agency is approved by the Department to offer or conduct that course.

XII. Approved EMD Training Program Requirements

- A. Department-approved EMD certification training programs shall be conducted in accordance with national standards and shall include a written examination approved by the Department that tests for competency in the specific EMDPRS taught in the approved certification training program.
- B. Department-approved EMD certification training courses shall be taught by Department-approved instructors.
- C. Department-approved EMD certification training courses shall be a minimum of 24 hours in length.
- D. EMD certification training courses shall provide returnable copies of the EMDPRS for students to utilize during the course.
- E. Noncompliance with any requirement for program approval, use of any unqualified teaching personnel, or non-compliance with any other applicable provision of these Rules may result in suspension or revocation of program approval by the Department.
- F. An approved EMD training program shall have sixty (60) days from date of such written notice to comply with these Rules.

XIII. EMD Training Program Approval Notification

- A. The Department shall notify the training program submitting its request for training program provider approval within _____ days of receiving the request that:
1. The request has been received.

2. The request contains or does not contain the information requested in these Rules.
 3. What information, if any, is missing from the request.
- B. Program approval or disapproval shall be made in writing by the Department to the requesting training program provider after receipt of all required documentation.
- C. If using a National EMD Standard-Setting & Certification Organization program which has had prior approval of the Department, the provider shall notify the Department of the dates that the program is to be taught.
- D. If using a non-standard program, the provider shall submit a request for approval to the Department _____ days prior to the course start date.
- E. Department-approved emergency medical dispatcher certification training programs shall be conducted by instructors that meet Department-approved qualifications.

XIV. EMD Agency Performance and Certification

The Department shall [*certify, license*] all EMD agencies who document compliance with the following minimum standards:

- A. Each emergency medical dispatch agency shall be operated in a safe, efficient, and effective manner in accordance with national standards including but not limited to:
1. All personnel providing emergency medical dispatch services must be certified by the Department prior to functioning alone in an on-line capacity.
 2. The Department-approved EMDPRS shall be used on every request for medical assistance.
 3. The EMD interrogating the caller and coding the incident must be the same EMD that gives the DLS instructions. The EMD dispatching the response may be another person.

4. Under the written approval and supervision of the medical director, each agency shall establish a continuous quality assurance, improvement, and management program that measures various areas of compliance to the EMDPRS as defined in Section XVI.
5. An EMD medical director shall be appointed to review, approve, and oversee the following:
 - a. EMDPRS
 - b. EMD training program
 - c. quality assurance/improvement program
 - d. medical dispatch oversight committee(s)
 - e. continuing dispatch education program
6. The agency shall have and use the most current version of the Department-approved EMDPRS selected for use by the EMD agency, approved in writing by the EMD medical director, as defined by the Department.
7. The EMDPRS selected for use by the agency and approved by the Department, including its questions, instructions, and protocols, shall be used as a whole and not piecemeal.

- B. A business, organization, or government agency may not represent itself as an emergency medical dispatch agency unless the business, organization, or government agency is certified by the Department as an emergency medical dispatch agency.

OR

1. Is currently accredited by National EMD Standard-Setting & certification Organization with standards that equal or exceed those listed in Section X of these Rules.
- C. The Department shall certify the EMD Agency that:
1. Completes an application form as prescribed by the Department.

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2. Submit the documentation of compliance with the requirements of Section (A) above.
 3. Pay the fee established by the Department.
- D.** Upon receipt of a completed certification application, the Department shall issue a certificate to applicants who successfully complete certification requirements. The certificate shall contain the following:
1. The name of the agency certified.
 2. The certificate number.
 3. The effective date of certification.
 4. The date of expiration.
 5. A statement that the agency named on the card has fulfilled the requirements for certification for using the EMDPRS listed in the application.
- E.** The effective date of the initial certification shall be the day the license is issued. The certification shall be valid for two (2) years from the last day of the month in which it was issued.
- F.** The Department may deny, suspend, or revoke the approval of an EMD agency for failure to comply these Rules.

XV. EMD Agency Recertification

- A.** The Department will issue a recertification to the EMD Agency that meets the following qualifications:
1. Currently certified as an EMD Agency by the Department.
 2. Provides documentation that the Agency is using the most current version of the EMDPRS (name, version number, and date of last revision) used by the Agency.
 3. Provides documentation of maintained compliance with the initial certification requirements.
 4. Pay the fee established by the Department.

- B.** Upon receipt of a completed recertification application, the Department shall issue a certificate to applicants who successfully complete recertification requirements. The certificate shall contain the following:

1. The name of the agency recertified.
2. The certificate number.
3. The effective date of recertification.
4. The date of expiration.
5. A statement that the agency named on the card has fulfilled the requirements for certification using the EMDPRS listed in the application.

- C.** The effective date of the recertification shall be the day the [recertification or license] is issued. The recertification shall be valid for two (2) years from the last day of the month in which it was issued.

XVI. Quality Assurance, Improvement, and Management Program Requirements

Each EMD agency shall establish a continuous quality assurance, improvement, and management program that is approved by the EMD medical director and, at a minimum, shall include the following:

- A.** Documentation of the quality assurance case review process utilized by the EMD agency to identify EMD compliance to the EMDPRS.
- B.** Written approval of the EMD medical director.
- C.** Random case review at a minimum of 25 cases per week or 3% of the total EMS call volume, whichever is greater.
- D.** Regular feedback of performance results to all EMDs on at least a monthly interval.
- E.** Establishment of EMD performance scoring standards defined within the following areas contained in the EMDPRS:

1. Address, phone number, consciousness, breathing verification
 2. Chief complaint/incident type selection
 3. Systematized interrogation questions
 4. Post-dispatch instructions
 5. Pre-arrival instructions
 6. Dispatch code selection
 7. Overall or aggregate performance score
- F.** Establishment of minimum performance levels for each EMD performance scoring standard defined in Section (E) above.
- G.** Establishment of a record-keeping system, including report forms or a computer-based data management system, to permit storage and subsequent evaluation of case records to ensure EMD compliance with the EMDPRS, evaluation of protocol effectiveness, and timeliness of interrogation questions and dispatch functions. The database or record-keeping system must, at a minimum, be capable of storing compliance scores for each EMD performance area defined in Section (E).
- H.** Scores shall be kept and submitted to the Department for individual EMDs and the EMD agency cumulatively.
1. Reporting Quality Assurance/Improvement EMD performance scores to the Department on a quarterly basis.
 2. Includes interval scores for the reporting period and cumulative score for the latest one year period.
- I.** Establishment of medical dispatch oversight committee(s) that meet quarterly at minimum and submit agendas and minutes of meetings to the Department on request.
- J.** The findings of this QI program, when approved by the EMD medical director, functionally fall under the EMS and/or hospital "Medical Procedures and Studies Act" [*equivalent*] and is therefore not discoverable information or documentation.

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XVII. Lapsed Certification

To be eligible for recertification when an EMD's certification has lapsed, the following requirements shall apply:

- A. For a lapse of up to six (6) months, the individual shall meet all recertification requirements and pay any additional reinstatement fees established by the Department.
 1. The recertification period for lapsed certification reinstatements will be two (2) years from the original expiration date.
- B. For a lapse of more than (6) months, the individual must attend and pass the entire twenty-four hour EMD certification course.
- C. Hardship cases will be evaluated on an individual basis at the discretion of the Department.

XVIII. Instructor Requirements

- A. Those who teach Emergency Medical Dispatchers shall meet training and certification requirements established by the Department to include:
 1. Minimally trained and certified to an ALS-provider level.
 2. Minimum of 3 years of prehospital field or hospital experience
 3. Written approval of the local medical director
- B. The Department shall recognize EMD Instructors who are currently certified by an approved National EMD Standards-Setting & Certification organization.
- C. A person may not teach an EMD certification course unless that person is certified or approved as an instructor by the Department to offer or conduct that course.

XIX. Discipline

- A. Each EMD, EMD agency, or recognized National Standard-Setting & Certification Organization is

required to report to the Department whenever an action has taken place that may require the revocation or suspension of a certificate issued by the Department.

- B. Upon receipt of a complaint, the Department shall investigate any possible violations of this Act or related Rules and Regulations.
 1. The department shall evaluate all information submitted, and based on these findings, appropriate disciplinary action shall be taken.
 2. Any proceedings by the Department to deny, suspend, or revoke certification as an EMD or EMD Agency, or place any EMD or EMD Agency certificate holder on probation shall be conducted in accordance with this article and pursuant to the provisions of the [Administrative Procedures Act or equivalent].
 3. Based on the gravity of the findings, or upon a recommendation for suspension or revocation from a medical director of a local EMS or EMD agency, the Department may immediately suspend certification when there is evidence of a threat to the public health and safety.

XX. Refusal, Suspension, or Revocation of Certification

The Department may refuse to issue a certification or recertification, or suspend or revoke a certification for any of the following causes:

- A. Conviction of any offense relating to the use, sale, possession, transportation of narcotics or dangerous drugs.
- B. Being under the influence of alcohol or illegal use of drugs while on call or on duty as an Emergency Medical Dispatcher or while driving any emergency vehicle.
- C. Fraud or deceit in applying for or obtaining a certification or recertification as an Emergency Medical Dispatcher.

- D. Dishonorable, unethical, or immoral conduct including incompetence, patient abuse, theft, or dishonesty in the performance of duties and practice as an Emergency Medical Dispatcher.
- E. Instructing procedures or skills beyond the level of certification.
- F. Violation of any rules or laws pertaining to medical practice and medication administration.
- G. Conviction of a felony.
- H. Mental incompetence as determined by due process.
- I. Continued lack of compliance to protocol after remediation as demonstrated through the EMD agency's quality assurance and improvement process.
- J. Failure to comply with these Rules.

XXI. Refusal, Suspension, or Revocation of Agency Certification

- A. The Department may refuse to issue an agency certification or recertification, or suspend or revoke a certification for failure to comply with these Rules.

WORKS CITED

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2. American Heart Association, Emergency Cardiac Care Committee and Subcommittees. *Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiac Care*, October 2000.
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