



**NORTH CAROLINA OFFICE OF EMERGENCY MEDICAL SERVICES**  
DIVISION OF HEALTH SERVICE REGULATION • DEPARTMENT OF HEALTH & HUMAN SERVICES

***Emergency Medical Dispatcher (EMD) Education***

**EMD EDUCATIONAL PROGRAM REQUIREMENTS**

1. The EMD program must be conducted by an approved Basic or Advanced Educational Institution as defined in the rules of the NC Medical Care Commission.
2. The lead instructor for the EMD educational program must be a NC credentialed Level I EMS Instructor at the EMD level as defined in the rules of the NC Medical Care Commission.
3. The curriculum for the EMD educational program shall be the 1996 Release of the United States Department of Transportation (US DOT) National Highway Traffic Safety Administration (NHTSA) Emergency Medical Dispatcher Course: National Standard Curriculum.
4. The educational institution must maintain all student records that document:
  - a. Compliance with the student prerequisite of a high school diploma, general education development (GED) diploma, or reading comprehension on the tenth-grade level.
  - b. Any learning disabilities that may qualify the student for special consideration by the Office of EMS in the written credentialing examination.
  - c. Student attendance in the classroom component of the educational program.
  - d. Successful completion of all components of the program, including written examination scores and scope-of-practice evaluation check sheets.

**EMD STUDENT PREREQUISITES**

1. Possession of a high school or GED diploma; or successful completion of an exam assessing basic reading comprehension skills at a minimum at the tenth-grade level.
2. Although not required, it is recommended that students have at least one year of experience in an emergency communications center, or have completed a recognized basic telecommunications educational program.
3. Although not required, it is recommended that students have successfully completed a CPR course meeting the requirements of the American Heart Association, American Red Cross, or equivalent Basic Life Support professional rescuer level. This requirement is mandatory for EMD credentialing and would be helpful to the student in completing the EMD educational program. In addition, basic medical and medical language familiarization would be helpful to the student in completing the educational program.

## **EMD EDUCATIONAL PROGRAM STRUCTURE**

<b>MODULE / LESSON</b>	<b>TITLE</b>	<b>RECOMMENDED HOURS</b>
<b><i>MODULE 1: BASIC EMERGENCY MEDICAL DISPATCH CONCEPTS</i></b>		
1-1	Introduction to the EMD Roles and Responsibilities	2.0
1-2	Legal and Liability Issues in EMD	1.0
1-3	Introduction to Emergency Medical Concepts (optional)	<u>0.0</u>
<b>Module Totals</b>		<b>3.0</b>
<b><i>MODULE 2: INFORMATION GATHERING AND DISPATCH</i></b>		
2-1	Obtaining Information from Callers	1.0
2-2	Resource Allocation	0.5
2-3	Providing Emergency Care Instructions	<u>0.5</u>
<b>Module Totals</b>		<b>2.0</b>
<b><i>MODULE 3: INTRODUCTION TO THE 32 CHIEF COMPLAINT TYPES</i></b>		
3-1	Introduction to EMD Priority Reference System (EMDPRS)	2.0
3-2	Introduction to the 32 Chief Complaint Types	<u>11.0</u>
<b>Module Totals</b>		<b>13.0</b>
<b><i>MODULE 4: EXAMINATIONS</i></b>		
4-1	Final Course Written and Scope of Practice Evaluation	<u>3.0</u>
<b>Module Totals</b>		<b>3.0</b>
<b><i>MISCELLANEOUS</i></b>		
	Additional available hours to be incorporated into the program	<u>3.0</u>
<b>Module Totals</b>		<b>3.0</b>

*The EMD outline contains a recommended minimum of 24 didactic hours, which includes time for classroom, lab, written examinations and reviews, student remediation, and scope of practice evaluation.*

## **SCOPE OF PRACTICE COMPONENT**

The scope of practice performance evaluation is scenario-based and must be consistent with the requirements detailed in the OEMS *Technical Scope of Practice Performance Evaluations* document.

## **CLINICAL/FIELD INTERNSHIP/ SCENARIO COMPONENT**

There are no clinical / field internship requirements for this program.

## **EMD EDUCATIONAL PROGRAM SUMMARY**

The following represents a summary of the required components and recommended minimum time requirements for the EMD program:

- |   |                 |
|---|-----------------|
| 1. Didactic, written exams, scope of practice | <u>24</u> hours |
| <b>Total Recommended EMD Program Length</b>   | <b>24 hours</b> |

## **REGISTRATION OF AN EMD EDUCATIONAL PROGRAM**

To register an EMD program with the OEMS, the approved educational institution must submit a completed *Course Information Form* (DFS 1106) to the appropriate OEMS regional office.

The signature of the Educational Program Director certifies that the course meets all requirements set forth in the OEMS *Emergency Medical Dispatcher (EMD) Curriculum* guidelines. **A course outline including course dates, instructional objectives and hours of instruction is not required for course approval; however, a copy of the course outline must be kept on file locally for compliance monitoring by the OEMS.**

The completed course information form must be received in the OEMS regional office at least 20 calendar days prior to the first class of the program. A notice of the approved course number will be mailed to the approved educational institution by the OEMS after receipt of the completed course information form.

<b>Western Regional EMS Office</b>	<b>Central Regional EMS Office</b>	<b>Eastern Regional EMS Office</b>
3305 16th Avenue SE Suite 302 Conover, NC 28613	801 Biggs Drive Raleigh, NC 27603	404 St. Andrews Street Greenville, NC 27834
Phone: (828) 466-5548 Fax: (828) 466-5651	Phone: (919) 855-4678 Fax: (919) 715-0498	Phone: (252) 355-9026 Fax: (252) 355-9063
REGIONS: A, B, C, D, E, F	REGIONS: G, I, J, M, N	REGIONS: K, L, O, P, Q, R

## **ORDERING INFORMATION**

Forms and documents referenced in this curriculum guideline are available through links at the OEMS web site:

[www.ncems.org](http://www.ncems.org)

## **ADDITIONAL EMD RESOURCE DOCUMENTS**

### **ATSM National Standards:**

- F1552-94 (2002) “Standard Practice for Training, Instructor Qualification and Certification Eligibility of Emergency Medical Dispatchers”  
F1258-95 (2001) “Standard Practice for Emergency Medical Dispatch”  
F1560-00 “Standard Practice for Emergency Medical Dispatch Management”

Available from: ASTM, International  
100 Barr Harbour Drive  
West Conshocken, PA 19428-2959

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