

SUBJECT: **DISPATCHING OF 9-1-1 EMERGENCY
MEDICAL SERVICES**

REFERENCE NO. 227

CHANGE LOG

Published Date	Status	Section and Subsection Affected	Description of Change(s)
01/01/2026	Addition, Revision, Deletion	Authority; Definitions; Principles; Policy	<ul style="list-style-type: none">• Updated the Authority• Under Definitions:<ul style="list-style-type: none">○ Revised definition for Dispatch Center Medical Director○ Added definition for Dispatch Quality Improvement○ Deleted definition for Quality Improvement• Under Principles:<ul style="list-style-type: none">○ Revised Principle #2 to include Public Safety Answering Point (PSAP)○ Removed language related to EMS provider agencies that do not utilize emergency medical dispatch• Under Policy:<ul style="list-style-type: none">○ Added new bullet for Dispatch Center Designation○ Added to the Program Requirement that dispatch agency representatives attend the EMS Agency's Dispatch Center Advisory meetings○ Added that the Dispatch Center Medical Director must meet the requirements in Ref. 411 and be approved by the EMS Agency Medical Director○ Added that the Emergency Dispatch Coordinator meets the requirements of an emergency medical dispatcher and have the comprehensive skills and abilities in management of a 911 dispatch center and be responsible for maintaining staff records/documentation of emergency medical dispatchers○ Revised initial qualifications and ongoing requirements of emergency medical dispatcher/call-takers○ Added that quality improvement plan is reviewed annually.

SUBJECT: **DISPATCH OF 9-1-1 EMERGENCY
MEDICAL SERVICES**

REFERENCE NO. 227

			<ul style="list-style-type: none">○ Added that the QI plan should include a description of methods used to provide ongoing feedback/findings to dispatch personnel
--	--	--	--