

MATTHEW CONSTANTINE
DIRECTOR
PUBLIC HEALTH SERVICES



ROSS ELLIOTT
DIRECTOR
EMERGENCY MEDICAL SERVICES DIVISION

PUBLIC HEALTH SERVICES DEPARTMENT

January 30, 2012

All Kern County Emergency Medical Dispatch (EMD) Centers

RE: RESCUE ALERT

We have received verification from Rescue Alert that their emergency call takers are NAED certified Advanced EMD level providers. We have also received verification that Rescue Alert uses the MPDS Protocols version 12.1. When Rescue Alert calls you with an EMD code, please accept the code and initiate the appropriate response according to local response configurations of the given EMD code as per Kern County EMS Division Dispatch Policies and Procedures Section XII (D).

Should you have any questions please contact Jana Richardson at 661-868-5215 or by email at richardsonj@co.kern.ca.us.

Sincerely,

ROBERT BARNES, MD
EMS Medical Director

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“ONE VOICE”

ANIMAL CONTROL EMERGENCY MEDICAL SERVICES ENVIRONMENTAL HEALTH PUBLIC HEALTH

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January 28, 12

Jana Richardson, EMT-P, EMD-Q
Kern County EMS Division
1800 Mount Vernon Ave.
Bakersfield, CA 93306

Dear Jana Richardson:

As discussed in our phone call on January 27, 2012 I am writing per your request for written verification that Rescue Alert employs and maintains certifications for Advanced Emergency Medical Dispatchers from the National Academies of Emergency Dispatch.

Rescue Alert has been monitoring Personal Emergency Response Systems (PERS) spanning across the country for over 25 years and responded to over one million incoming alarm signals last year alone from callers who were otherwise unable to reach a phone to dial 911. We have always striven to provide the quickest and most efficient response to our callers and we have concluded that utilizing the Medical Priority Dispatch System (MPDS) Protocols version 12.1 (and any future releases) is the most effective way to deliver pre-arrival instructions and administer dispatch life support.

Although only the majority of our dispatchers are EMD certified, if an uncertified dispatcher has a caller who has reported injuries and/or priority symptoms, a certified dispatcher further handles the call. In some scenarios an EMD certified dispatcher might advise the proper code to be relayed via the uncertified dispatcher to the PSAP. But a dispatcher that isn't certified himself/herself, or hasn't been advised to relay the code by a certified dispatcher will not offer a code.

Furthermore, Rescue Alert has its own internal quality monitoring system and places a major emphasis on protocol compliance. An example of this is our internal requirement that dispatchers who have been sent to obtain their Advanced Emergency Medical Dispatch Certification must receive 90% or better on their certification test, which is 10% higher than the standard set forth by the academy.

Sincerely,

Michael Bangerter
Response Center Director