

Emergency Medical Dispatch Certification

This course provides communication techniques that enable the telecommunicator to have a direct impact on the successful outcome of a medical emergency. It includes an overview of medically proven methods for gathering the most pertinent information in the least amount of time and determining the severity and urgency of the call for medical assistance. It also prepares the telecommunicator to quickly recognize calls where the patient requires immediate CPR and how to relay effective CPR instructions by phone to the caller. It identifies the component and functions of the circulatory and respiratory systems and explains the recommended sequence of instructions to perform effective CPR.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. List the primary duties and characteristics of a telecommunicator.
2. Define and discuss the Total Response System as a generic, logical process of structured information gathering, and a framework for obtaining and relaying consistent, accurate, and actionable information on every call for service.
3. Summarize the main concepts of risk management.
4. Identify and describe call taking responsibilities and proper techniques.
5. Demonstrate effective listening procedures and principles of effective communication.
6. Illustrate and conduct the dispatch process.
7. Categorize and label the seven major systems of the body and the primary components of each system.
8. Demonstrate and explain the recommended procedures for the emergency treatment of fractures, burns, pediatric rescue breathing, emergency childbirth, stroke, shock, myocardial infarction, hyperthermia, hypothermia and respiratory distress.
9. Describe the steps in the use of an automated external defibrillator.
10. Identify the need for training in T-CPR.
11. Explain the components and functions of the respiratory system.
12. Explain the components and functions of the circulatory system.

13. Recognize signs that indicate the possible existence of a patient in Out-Of-Hospital Cardiac Arrest (OHCA).
14. Describe the recommended sequence of instructions to perform effective CPR by a trained or non-trained lay rescuer.
15. Implement effective CPR instructions to a lay rescuer via the telephone.

Telecommunicator-CPR

- Module 1 Introduction
- Module 2 The Respiratory System
- Module 3 The Heart and Circulatory System
- Module 4 How to Recognize an Out-of-Hospital Cardiac Arrest
- Module 5 Performing Effective CPR
- Module 6 Operation of the AED
- Module 7 T-CPR Scenario

EMD

- Module 1 Introduction to Anatomy & Physiology, Part 1
- Module 2 Anatomy & Physiology, Part 2
- Module 3 Anatomy & Physiology, Part 3
- Module 4 Pediatrics & Obstetrics
- Module 5 Medical Emergencies
- Module 6 Conclusion

- EMD-TCPR Final Quiz

Audience / Skill Level

This course is intended for all telecommunicators who need to be certified in Emergency Medical Dispatch. Students should have familiarity with a protocol-based emergency dispatch system. No outside resources are necessary as all content is contained within the course.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 24.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)
- Adobe Reader (some courses may contain a PDF document)