

1 AN ACT concerning emergency medical dispatches.

2 Be it enacted by the People of the State of Illinois,  
3 represented in the General Assembly:

4 Section 90. The Emergency Medical Services (EMS)  
5 Systems Act is amended by changing Section 3.70 as follows:

6 (210 ILCS 50/3.70)

7 Sec. 3.70. Emergency Medical Dispatcher.

8 (a) "Emergency Medical Dispatcher" means a person who  
9 has successfully completed a training course in emergency  
10 medical dispatching course meeting or exceeding the national  
11 curriculum of the United States Department of Transportation  
12 in accordance with rules adopted by the Department pursuant  
13 to this Act, who accepts calls from the public for emergency  
14 medical services and dispatches designated emergency medical  
15 services personnel and vehicles. The Emergency Medical  
16 Dispatcher must use the Department-approved emergency medical  
17 dispatch priority reference system (EMDPRS) protocol selected  
18 for use by its agency and approved by its EMS medical  
19 director. This protocol must be used by an emergency medical  
20 dispatcher in an emergency medical dispatch agency to  
21 dispatch aid to medical emergencies which includes  
22 systematized caller interrogation questions; systematized  
23 prearrival support instructions; and systematized coding  
24 protocols that match the dispatcher's evaluation of the  
25 injury or illness severity with the vehicle response mode and  
26 vehicle response configuration and includes an appropriate  
27 training curriculum and testing process consistent with the  
28 specific EMDPRS protocol used by the emergency medical  
29 dispatch agency. Prearrival support instructions shall be  
30 provided in a non-discriminatory manner and shall be provided  
31 in accordance with the EMDPRS established by the EMS medical

1 director of the EMS system in which the EMD operates. ~~may or~~  
2 ~~may not provide prearrival medical instructions to the~~  
3 ~~caller, at the discretion of the entity or agency that~~  
4 ~~employs him. Such instructions shall be provided in~~  
5 ~~accordance with protocols established by the EMS Medical~~  
6 ~~Director of the EMS System in which the dispatcher operates.~~  
7 If the dispatcher operates under the authority of an  
8 Emergency Telephone System Board established under the  
9 Emergency Telephone System Act, the protocols shall be  
10 established by such Board in consultation with the EMS  
11 Medical Director. Persons who have already completed a  
12 course of instruction in emergency medical dispatch based on,  
13 equivalent to or exceeding the national curriculum of the  
14 United States Department of Transportation, or as otherwise  
15 approved by the Department, shall be considered Emergency  
16 Medical Dispatchers on the effective date of this amendatory  
17 Act.

18 (b) The Department shall have the authority and  
19 responsibility to:

20 (1) Require certification and recertification of a  
21 person who meets the training and other requirements as  
22 an emergency medical dispatcher pursuant to this Act.

23 (2) Require certification and recertification of a  
24 person, organization, or government agency that operates  
25 an emergency medical dispatch agency that meets the  
26 minimum standards prescribed by the Department for an  
27 emergency medical dispatch agency pursuant to this Act.

28 (3) (1) Prescribe minimum education and continuing  
29 education requirements for the Emergency Medical  
30 Dispatcher, which meet or exceed the national curriculum  
31 of the United States Department of Transportation,  
32 through rules adopted pursuant to this Act.

33 (4) Require each EMS Medical Director to report to  
34 the Department whenever an action has taken place that

1 may require the revocation or suspension of a certificate  
2 issued by the Department.

3 (5) Require each EMD to provide prearrival  
4 instructions in compliance with protocols selected and  
5 approved by the system's EMS medical director and  
6 approved by the Department.

7 ~~(2) Require the Emergency Medical Dispatcher to~~  
8 ~~notify the Department of the EMS System(s) in which he~~  
9 ~~operates;~~

10 ~~(3) Require the Emergency Medical Dispatcher who~~  
11 ~~provides prearrival instructions to callers to comply~~  
12 ~~with the protocols for such instructions established by~~  
13 ~~the EMS Medical Director(s) and Emergency Telephone~~  
14 ~~System Board or Boards, or in the absence of an Emergency~~  
15 ~~Telephone System Board or Boards the governmental agency~~  
16 ~~performing the duties of an Emergency Telephone System~~  
17 ~~Board or Boards, of the EMS System or Systems in which he~~  
18 ~~operates;~~

19 (6) (4) Require the Emergency Medical Dispatcher to  
20 keep the Department currently informed as to the entity  
21 or agency that employs or supervises his activities as an  
22 Emergency Medical Dispatcher.

23 ~~(5) Establish a mechanism for phasing in the~~  
24 ~~Emergency Medical Dispatcher requirements over a~~  
25 ~~five-year period;~~

26 (7) Establish an annual recertification requirement  
27 that requires at least 12 hours of medical  
28 dispatch-specific continuing education each year.

29 (8) Approve all EMDPRS protocols used by emergency  
30 medical dispatch agencies to assure compliance with  
31 national standards.

32 (9) Require that Department-approved emergency  
33 medical dispatch training programs are conducted in  
34 accordance with national standards.

1           (10) Require that the emergency medical dispatch  
 2           agency be operated in accordance with national standards,  
 3           including, but not limited to, (i) the use on every  
 4           request for medical assistance of an emergency medical  
 5           dispatch priority reference system (EMDPRS) in accordance  
 6           with Department-approved policies and procedures and (ii)  
 7           under the approval and supervision of the EMS medical  
 8           director, the establishment of a continuous quality  
 9           improvement program.

10           (11) Require that a person may not represent  
 11           himself or herself, nor may an agency or business  
 12           represent an agent or employee of that agency or  
 13           business, as an emergency medical dispatcher unless  
 14           certified by the Department as an emergency medical  
 15           dispatcher.

16           (12) Require that a person, organization, or  
 17           government agency not represent itself as an emergency  
 18           medical dispatch agency unless the person, organization,  
 19           or government agency is certified by the Department as an  
 20           emergency medical dispatch agency.

21           (13) Require that a person, organization, or  
 22           government agency may not offer or conduct a training  
 23           course that is represented as a course for an emergency  
 24           medical dispatcher unless the person, organization, or  
 25           agency is approved by the Department to offer or conduct  
 26           that course.

27           (14) Require that Department-approved emergency  
 28           medical dispatcher training programs are conducted by  
 29           instructors licensed by the Department who:

30                   (i) are, at a minimum, certified as emergency  
 31                   medical dispatchers;

32                   (ii) have completed a Department-approved  
 33                   course on methods of instruction;

34                   (iii) have previous experience in a medical

1           dispatch agency; and  
2           (iv) have demonstrated experience as an EMS  
3           instructor.  
4           ~~(15)~~ (6) Establish criteria for modifying or  
5           waiving Emergency Medical Dispatcher requirements based  
6           on (i) the scope and frequency of dispatch activities and  
7           the dispatcher's access to training or (ii) whether the  
8           previously-attended dispatcher training program merits  
9           automatic recertification for the dispatcher.

10        (Source: P.A. 89-177, eff. 7-19-95.)

11           Section 99. Effective date. This Act takes effect on  
12           January 1, 2002.