



CENTRAL DUPAGE HOSPITAL  
EMERGENCY MEDICAL SERVICES SYSTEM  
POLICY & PROCEDURES

TITLE: EMERGENCY MEDICAL DISPATCHER (EMD) AGENCY RENEWAL

SECTION: LICENSING

POLICY NUMBER: G-6

APPROVED BY: DR. STEVE GRAHAM EMS MEDICAL DIRECTOR

EFFECTIVE DATE: 01 AUGUST 2019

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**PURPOSE:**

To define the Central DuPage Hospital Emergency Medical Services (CDHEMSS) policy regarding Emergency Medical Dispatcher (EMD) Agency Renewal Process.

**POLICY:**

All licensed EMD agencies under the Central DuPage Hospital Emergency Medical Services System (CDHEMSS) shall ensure compliance with the Illinois EMS Act and EMS JCAR section 515.710.

1. EMD Agencies licensed by the Illinois Department of Public Health must renew every 4 years. To renew the EMD Agency shall:
  - a. Submit an application to IDPH at least 30 days prior to the certification expiration. The application shall include:
    - i. A completed EMD Agency certification form, including name and address
    - ii. Documentation of the use on every request for medical assistance of an emergency medical dispatch priority reference system (EMDPRS) that complies with this Section and is approved by the EMS MD (Section 3.70(b)(10) of the Act); and
    - iii. Documentation of the establishment of a continuous quality improvement (CQI) program under the approval and supervision of the EMS MD. (Section 3.70(b)(10) of the Act) The CQI program shall include, at a minimum, the following:
      1. A quality assistance review process used by the agency to identify EMD compliance with the protocol;
      2. Random case review;
      3. Regular feedback of performance results to all EMDs
      4. Availability of CQI reports to the Department upon request; and
      5. Compliance with the confidentiality provisions of the Medical Studies Act.

Effective Date:	01 August 2019				
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