



Media Release
FOR IMMEDIATE RELEASE
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E-911 Acquires New Emergency Medical Dispatch Program

Troup County, Ga. May 16, 2019 – Troup County E-911 will begin training soon to adopt an Emergency Medical Dispatch program for all dispatchers. The program will allow trained dispatchers to give scripted medical instructions to the public in certain emergency situations and to quickly determine the nature and priority of emergency calls to ensure proper dispatching.

The program, based on the standard curriculum for the National Highway Transportation and Safety Administration (NHTSA), will contribute to public safety efforts by providing additional pre-arrival instruction capabilities to dispatchers and ensuring resource allocation through the prioritization of dispatching appropriate medical response units. Upon completion of training, the E-911 agency will have trained telecommunicators on staff that will have the ability to use guidecards quickly and efficiently in order to determine the nature and priority level of the emergency call, dispatch the appropriate response, and give proper instructions over the phone until help arrives. “I am very excited to implement this new program and teach these necessary skills to our dispatchers. From my own training with this program, I was able to provide life-saving instructions to a citizen during a critical situation, so I know that it is valuable. If we can help one person, it is totally worth it,” said Jason Lawson, E-911 Director.

The program uses all American Society for Testing and Materials (ASTM) and NHTSA standards and guidelines, and it will be taught by a certified in-house instructor, which will save costs exponentially. In order to complete the training, dispatchers will be required to complete a 32-hour online course which includes no less than 24 hours of EMD Classroom Training and 8 hours of Guidecard Practical Training, along with practical and written exams. Topics included in the training include EMD Roles and Responsibilities; Legal and Liability Issues in EMD; National and State Standards for EMD; Resource Allocation; Layout and Structure of the APCO Institute EMD Guidecards; Obtaining Information from Callers; Anatomy and Physiology; Chief Complaint Types; Quality Assurance & Recertification; and Stress Management. Troup County E-911 is expecting to have all training completed by fall 2019.

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