



# British Columbia Ambulance Service

December 10, 2008

## **Dispatch Roles and Responsibilities**

### **Emergency Medical Call Takers**

Emergency Medical Call Takers (EMCTs) work in Dispatch/Communications Centers along side Emergency Medical Dispatchers (EMDs). The primary role of an EMCT is to receive and evaluate in-bound calls in a standard and consistent manner and enter the information into the system so that the EMD can dispatch the appropriate ambulance resource.

### **Emergency Medical Dispatchers**

All EMDs begin their dispatch career with the BC Ambulance Service (BCAS) as an EMD trainee. Following successful completion of the training program, EMDs work to ensure that requests for ambulance services are evaluated and prioritized in a consistent manner and that resources appropriate to a specific medical need are dispatched within pre-determined time frames. Specifically, EMDs in all Regional Dispatch/Communications Centres will:

- ◆ Co-ordinate the use of ambulances, paramedics and other appropriate resources within a specific geographic region
- ◆ Dispatch BCAS regional resources using approved protocols
- ◆ Ensure appropriate patient care is made available within pre-determined time frames
- ◆ Provide post dispatch instructions according to approved protocols
- ◆ Provide pre-arrival instructions according to approved protocols
- ◆ Be familiar and comply with written or verbal BCAS management direction

### **Lower Mainland Transfer Management Team**

The Transfer Management Dispatch team, based out of the Lower Mainland Dispatch/Communications Centre, is responsible for coordinating the ambulances that transport patients between medical facilities for diagnostic procedures and treatments. EMDs in this role are tasked with evaluating and prioritizing requests in a consistent manner and allocating resources to meet the needs of the patients and the medical facilities. The work in the Transfer Fleet area is more structured and can be planned and managed differently than the work performed by EMDs involved in the dispatching of ambulances to 9-1-1 calls.