**16 DEPARTMENT OF PUBLIC SAFETY**

**163 BUREAU OF EMERGENCY MEDICAL SERVICES (MAINE EMS)**

**CHAPTER 3-A: EMERGENCY MEDICAL DISPATCH CENTER LICENSURE**

1. A provider of emergency medical dispatch services must be licensed by the Board in accordance with 32 M.R.S. §85-A and these Rules.
2. **Licensing Factors –** The license issued under this chapter is for an Emergency Medical Dispatch Center.
3. Ownership

Upon request of the Board, an applicant or licensed Emergency Medical Dispatch Center must provide the Board with the identity and legal status (e.g., municipality, corporation, limited liability company, sole proprietorship) of the person or entity that holds or is making application for the license. Failure to provide this information will result in an application being treated as incomplete.

1. Physical address or location

A license is issued for a specific physical address or location.

1. **Change in Licensing Factors.**

An Emergency Medical Dispatch Center must receive Board approval to change any of the licensing factors.

1. **Standards**
2. An application will not be accepted as complete unless it includes all materials required to be evaluated for licensure. To obtain a new license, an EMD Center applicant must:
   1. Apply on forms available from Maine EMS; and
   2. Demonstrate to Maine EMS that:
      1. The applicant complies with the requirements of 32 M.R.S. §85-A, the Rules, and the Maine EMS-approved Emergency Medical Dispatch Priority Reference System
      2. The applicant can provide the facilities, equipment, and personnel required by these Rules
      3. The applicant has an electronic version of the Maine EMS-approved emergency medical dispatch protocol on each computer used by an emergency medical dispatcher while engaged in emergency medical dispatch. In the event of power loss, software failure or as part of continuing education, card sets or other back-up tools, approved by Maine EMS, may be used.
      4. The applicant complies with the Quality Assurance/Quality Improvement requirements as set forth in the Maine EMS approved Emergency Medical Dispatch Priority Reference System; and
      5. The applicant has designated a director of Emergency Medical Dispatch, who shall act as the point of contact for the Emergency Medical Dispatch Center.
      6. The applicant must provide a policy addressing situations where an EMS agency is notified of an emergency medical call but does not immediately respond. This policy must include procedures for the Emergency Medical Dispatcher to follow in these situations.
3. An Emergency Medical Dispatch Center license is issued for a period of 24 months unless earlier suspended or revoked. A license may be issued for a shorter period of time if approved by the Board.
4. An Emergency Medical Dispatch Center must demonstrate ongoing compliance with these Rules in order to maintain its license.
5. **Renewal**

1. An application will not be accepted as complete unless it includes all materials required

to be evaluated for licensure.

2. An Emergency Medical Dispatch Center may apply for a renewal license for up to

ninety (90) days after the date of expiration. The ninety-day period does not postpone

the expiration date. An Emergency Medical Dispatch Center with an expired license

cannot provide emergency medical dispatch services. An application submitted more

than 90 days after expiration shall be considered a new application and subject to all

requirements governing new applications.

3. In order to obtain a license renewal, an Emergency Medical Dispatch Center must:

* 1. Apply on forms available from Maine EMS; and
  2. Demonstrate, as may be required by Maine EMS, that it meets the licensing requirements of 32 M.R.S. §85-A and these Rules.

1. **Personnel Requirements for Emergency Medical Dispatch Centers**
2. An Emergency Medical Dispatch Center must use Maine EMS licensed Emergency Medical Dispatchers to receive, evaluate and process all calls for medical assistance, except that a dispatcher-in-training, under direct supervision of a Maine EMS licensed emergency medical dispatcher designated by the EMD Center director, may process calls using the emergency medical dispatch protocol after the dispatcher-in-training has attended the Maine EMS approved certification course for emergency medical dispatch. For purposes of this paragraph, direct supervision means that the designated licensed emergency medical dispatcher is contemporaneously listening to the call for medical assistance being processed by the dispatcher-in-training and is able to assume control of the call and provide emergency medical dispatch, if the dispatcher-in-training is unable to process the call in accordance with protocol.
3. An Emergency Medical Dispatch Center director must notify Maine EMS when Emergency Medical Dispatchers are employed or terminated from employment by the Center. Notification must be made electronically or by mail within five days of the employment or termination of employment of an Emergency Medical Dispatcher.
4. **Response Standards for Emergency Medical Dispatch Centers**

1. Emergency Medical Dispatch Centers must provide Emergency Medical Dispatch Services twenty-four hours a day, every day, with full-time dispatch capability to ensure that all calls for medical assistance received are processed in accordance with 32 M.R.S. §85-A, the Maine EMS-approved Emergency Medical Dispatch Priority Reference System and these Rules.
2. Emergency Medical Dispatch services must be implemented within the first 10 seconds of when a 9-1-1 call is received in at least ninety percent of the calls received.
3. Effective June 1, 2020, licensed Emergency Medical Dispatch Centers at a minimum must provide the Emergency Medical Dispatch Determinant level and chief complaint to responders as part of the emergency medical services dispatch to a call for medical treatment or transport on all calls received through the E-911 system.
   * 1. (Chief Complaint, as defined in the International Academy of Emergency Dispatch EMD Course Manual Edition 25, is 'the primary reason the patient is seeking medical care (in some cases only the mechanism of injury).
     2. Determinant Levels: 'A categorization of Determinant Descriptors for each Chief Complaint that reflects the general priority of the incident (OMEGA, ALPHA, BRAVO, CHARLIE, DELTA and ECHO).'
     3. These definitions are incorporated into these rules by reference:
        1. Copies of theses definitions from the International Academy of Emergency Dispatch, Emergency Medical Dispatch Manual Edition 25, (September 2015) is available at cost from Maine Emergency Medical Services, 45 Commerce Drive, Augusta, Maine 04330.
4. **Termination of Center License**
5. Any Emergency Medical Dispatch Center intending to terminate its operations must make written notification to Maine EMS and the Emergency Services Communications Bureau at least 30 days prior to the termination date. The Emergency Medical Dispatch Center shall notify the public at least 30 days prior to the service termination date by placing an advertisement in the most widely circulated newspaper(s) serving the dispatch area(s). The notice must state:
   1. The name of the Emergency Medical Dispatch Center
   2. The date of termination
   3. The names of the municipalities affected by the termination and
   4. The plan in place for 9-1-1 service and Emergency Medical Dispatch coverage for municipalities affected by the termination.

**§9.** **Statewide Emergency Dispatch Protocol**

1. All licensed Emergency Medical Dispatch Centers in Maine must exclusively use Board approved statewide Emergency Medical Dispatch protocols.

AUTHORITY: 32 M.R.S. §84, 85-A, 88

EFFECTIVE DATE: September 1, 2006 (NEW)

REPEALED AND REPLACED:

October 1, 2009

May 1, 2013

January 10, 2021