

NEWS RELEASE

FOR IMMEDIATE RELEASE _____

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The City of Suffolk 911 Communications Center announces the implementation of the Medical Priority Dispatch System™

SUFFOLK, Va. (June 16, 2010) The Suffolk 911 Communications Center is excited to announce the implementation of the Medical Priority Dispatch System™ (MPDS®) to better serve the citizens of Suffolk in emergency situations.

Dispatchers using the newly implemented protocol system:

- will follow nationally recognized standards
- give universal, consistent care and service to every caller
- gather critical emergency call information for responders
- identify life-threatening situations
- safely prioritize calls for appropriate and fast response
- provide “Zero Minute” Dispatch Life Support using Pre-Arrival and Post-Dispatch Instructions

Implementing the Medical protocol enables dispatchers to accurately assess each emergency situation and send the best response possible while safeguarding valuable and limited emergency services resources and increasing safety for both citizens and responders. One key benefit the Suffolk 911 Communications Center will now provide is a constant stream of crucial and updated scene information to field responders en route. This information will better prepare responders to give precise assistance when they arrive at the scene.

The Priority Dispatch System™ (PDS™) includes ProQA® software, cardsets, a three-day certification training course for emergency dispatchers, and continual quality improvement (QI) benchmarks and training. All dispatchers who work on the new system are certified by the National Academies of Emergency Dispatch® (NAED™) and must recertify every two years,

completing 24 hours of continuing dispatch education (CDE) and passing all requirements for NAED recertification.

Proactive quality improvement (QI) benchmarks are an important part of the newly implemented Priority Dispatch System. Use of the PDS allows communications centers to assess the quality of the care they are providing their communities, allowing them to make positive adjustments to training and staff in response to these assessments.

The constantly evolving Priority Dispatch System (PDS) will help to continue to provide a high standard of care to the community, allowing Emergency Medical Dispatchers to manage resources and ensure accuracy and efficiency of the dispatching process.

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