



STATE OF MAINE
DEPARTMENT OF PUBLIC SAFETY
MAINE EMERGENCY MEDICAL SERVICES
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To: Maine Emergency Medical Dispatcher Candidates
From: Drexell White, Maine EMS EMD Program Manager
Subject: EMD Licensing and Practice (*Revised July 30, 2014*)

On behalf of the Maine Emergency Medical Services (Maine EMS) system, I welcome you as a Public Safety Telecommunicator and Emergency Medical Dispatcher.

There are some important points that you need to know as you complete your Emergency Medical Dispatch (EMD) training and begin practice:

1. Except as provided in paragraph 2, below, you must hold a Maine EMS EMD license prior to practicing as an Emergency Medical Dispatcher. The Maine EMS EMD license is the authority granted by the State of Maine that allows you to practice emergency medical dispatch services within the State.
2. The only exception to paragraph 1, above, is that a dispatcher who has completed the *Priority Dispatch Advanced EMD Course* may process calls under the direct supervision of a Maine-licensed emergency medical dispatcher approved by the Center Director during the period of time the dispatcher is awaiting his or her IAED certification and Maine EMS EMD license. Chapter 6 of the Maine EMS Rules states:
 - **Chapter 3-A §6.1 - 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**

Remember, in order to process EMD calls prior to receiving your Maine EMS license, it must be done in accordance with paragraph 2 and the Maine EMS Rules cited above.

3. After you successfully complete your Priority Dispatch EMD class, you'll receive certification from the International Academies of Emergency Dispatch (IAED). Upon receiving your IAED certificate, you'll then need to:
 - a. Complete a Maine EMS EMD license application form online for a new EMD license. You can create your account and apply online for your license at:
<http://www.maine.gov/ems/providers/licensing/eLicense.html> or
 - b. Download the form from the Maine EMS website at:
<http://www.maine.gov/ems/documents/MEMSInitialIndividualLicenseApp.pdf>

For paper applications, have your EMD Center Director sign the license application form, attach a photocopy of your IAED certificate and mail it to Maine EMS

Using online licensing is the fastest and easiest way to apply for a license. Once your application is submitted, and your center director submits verification of your employment, your license application is usually processed within two business days.

4. Once you receive written notification from Maine EMS that you have been licensed as an Emergency Medical Dispatcher, you may begin practicing EMD with the permission of your EMD Center. You can't legally practice EMD until you have received (written) license verification from Maine EMS, except as provide in paragraph 2, above.
5. To renew your Maine EMS EMD license, you'll need to submit a current IAED certificate along with your license renewal application prior to the expiration of your Maine EMS EMD license. If your EMD license expires and you have not applied for renewal prior to the expiration of your license, you cannot legally practice EMD.
6. You'll need twenty-four hours of continuing education in a two year period in order to renew your IAED certificate and your Maine EMS EMD license. Go to the continuing dispatcher education (CDE) section the IAED website to find out about continuing education requirements - http://www.emergencydispatch.org/cert_cde.php
7. Don't wait to start gathering the CDE you'll need to renew your IAED certification and your Maine EMS license (you'll need to send in a current IAED certificate in order to renew your Maine EMS license). The articles from the *Journal of Emergency Dispatch* and *The EMD Advancement Series* CDs are a great way to gather the majority of CDE you'll need to recertify and relicense.
8. Remember:
 - Except for supervised call process as provided in the Maine EMS Rules and explained in paragraph 2, above, You must hold a Maine EMS EMD license in order to practice EMD in Maine
 - IAED certification is not a license to practice EMD in Maine. IAED certification demonstrates that you are current in the training requirements of an emergency medical dispatcher;

Another important part of EMD practice is participation in your EMD Center's Quality Assurance/Quality Improvement (QA/QI) Program. QA/QI is a way for you to receive information on how you're doing as an EMD and improve your skills and knowledge as an emergency medical dispatcher. EMD Quality Assurance Case Reviewers (known as "ED-Qs" or just "Qs") have been trained and certified in the IAED's QA/QI system and will provide you with the feedback and guidance that will help you to advance from entry-level to skilled practitioner.

Finally, if you have any questions about your Maine EMS EMD license or your practice as an emergency medical dispatcher, please don't hesitate to call me at 207-626-3864 or email me at drexell.r.white@maine.gov.

Congratulations on becoming part of Maine's Emergency Communications Professionals. I look forward to working with you and your EMD Centers to ensure that the people of Maine continue to receive emergency medical dispatch services that are second to none.

Some Useful Web Sites:

Maine EMS Web Site: www.maine.gov/ems

Maine EMS Online Licensing Access: <http://www.maine.gov/ems/providers/licensing/eLicense.html>

Emergency Services Communications Bureau web site: www.maine911.com/index.shtml

Priority Dispatch Incorporated: <http://prioritydispatch.net>

International Academies of Emergency Dispatch: www.emergencydispatch.org

EMD Recertification Requirements

Academy Certification is valid for two years unless revoked or suspended. Your continued affiliation with the Academy relies upon your support of the [Code of Ethics](#) and upon your participation in the [Continuing Dispatch Education program \(CDE\)](#). EMD recertification applications can be accepted as early as six months before expiration and as late as 90 days after the expiration date. If expiration is more than 90 days late the member must submit an expired certification waiver request and the Academy's Lapsed Certification Policy will apply.

- Submit verification of 24 hours of CDE during the 2 year recertification period (see below). Each credit hour is based on 1 hour of participation.
- Submit a copy of a current, valid CPR card which meets National Safety Council, American Heart Association, American Red Cross, European Resuscitation Council or equivalent standards;
- Successfully complete the Academy's "open book" 50 question correspondence recertification exam with a score of at least 80 percent; (retests are also available for a \$30. fee)
- Submit your fee of \$50 (for your dues, patch, newsletter subscription, postage, & test processing) with a completed recertification application. If you attend a recertification course approved by the Academy, this fee is sometimes included in the tuition for the course.

CDE-approved categories

1. Official Academy created educational product/program - Quizzes relating to articles describing Medical, Fire, and Police Protocols are included in each issue of the IAED's official publication. For a sample of current and past articles [click here](#). To learn more about the magazine [click here](#).
2. Workshops and Seminars - Members may receive credit from learning more about emergency dispatch services, preferably the required skills of an EMD, EFD, or EPD (i.e. airway management, review of essential telecommunication skills, telephone scenarios, legal issues, computer-aided dispatch, stress reduction, and refresher courses). Tapes or CDs of previous Navigator classes can be used as well.
Max: 16 credit hours
3. Multimedia Educational Products - Members may use multimedia education products that illustrate and review proper emergency care and rescue and dispatch procedures. Titles are restricted to emergency service topics, preferably dispatch-related.
Max: 16 credit hours
4. Quality Assurance - Members may provide quality assurance case review, planning and analysis of issues or findings identified by dispatch, theoretically or in practice. For example, you may critique your own work to identify where you can make changes to improve your effectiveness.
Max: 8 credit hours
5. Meeting Attendance - Members can attend local planning and management meetings, including those organized to discuss planning major disasters, mass casualty, trauma, and HazMat.
Max: 8 credit hours
6. Teaching - Members qualify for CDE through teaching courses within the scope of PDS protocols to the general public or any individual. The CDE application must include a synopsis of the subjects taught.
Max: 4 credit hours
7. Protocol Review of the Medical, Fire and Police Protocols - Members may formally review revisions to any of the protocol updates.
Max: 4 credit hours
8. Miscellaneous - This can include ride-alongs, providing tours of your communication center, and on-duty work experience as an emergency medical technician, paramedic, fire fighter or police officer.
Max: 4 credit hours