

Subject: Administration - Provider  
**Application for Emergency Medical Dispatch Center Provider  
Designation**

Associated Policies: 2201.1

---

- I. Authority and Reference (incorporated herein by references)
  - A. Division 2.5 of Health and Safety Code
  - B. North Coast EMS Policies and Procedures
  - C. California EMS Authority's EMS Systems Standards and Guidelines
  - D. California EMS Authority Emergency Medical Services Dispatch Program Guidelines
- II. Purpose  
To establish a standardized procedure for dispatch agencies to apply for designation as an Emergency Medical Dispatch (EMD) Provider.
- III. Procedure for agency application for designation.
  - A. Agency applying for EMD Provider designation shall provide North Coast EMS with the following documentation:
    - 1. Letter of interest indicating commitment to implement and maintain the North Coast EMS EMD Program 24 hours per day 365 days per year.
    - 2. Agency EMD policies and procedures.
    - 3. Agency Continuous Quality Improvement (CQI) Plan and related policies required in Policy 2201.1.
    - 4. Copies of certification records of employees who are currently EMD users. Only Priority Dispatch certified dispatchers affiliated with a North Coast EMS designated EMD Provider are authorized to use the Priority Dispatch System.
    - 5. Two (2) copies of the signed contract.
  - B. North Coast EMS shall review documentation submitted per III(A) above and upon approval and when implemented, issue a letter of designation.
    - 1. Designation shall be valid for four (4) years from the date of the letter.
    - 2. To re-apply for designation the agency should provide North Coast EMS with the documentation described in III(A) above and a report outlining findings of their CQI program.
    - 3. Re-applications must be provided no less than ninety (90) days prior to designation expiration.
- IV. North Coast EMS reserves the right to request verification of continuous compliance with EMD standards and may conduct a site survey with or without notice.
- VI. North Coast EMS reserves the right to probate, suspend or withdraw EMD Provider designation for verified non-compliance with EMD standards.