



**MONTGOMERY COUNTY FIRE AND RESCUE SERVICE  
MONTGOMERY COUNTY, MD.**

# Information Bulletin

**Number No. 14-06  
August 18, 2016**

**TO: All MCFRS Personnel**

**FROM: Division Chief Scott Goldstein**

A handwritten signature in black ink, appearing to read "Scott Goldstein", written over the printed name.

**SUBJECT: Emergency Medical Dispatch Case Feedback Methodology**

The Professional Standards staff at the Emergency Communications Center (ECC) has instituted a new Emergency Medical Dispatch (EMD) Case Feedback Methodology, as required by the accreditation process from the International Academies of Emergency Dispatch (IAED).

The first part of this methodology is to provide MCFRS personnel with a single point of contact for questions or concerns regarding EMD. MCFRS personnel should use [#frs.ECCDispatchFeedback@montgomerycountymd.gov](mailto:#frs.ECCDispatchFeedback@montgomerycountymd.gov) to submit questions or concerns about specific dispatched EMS events. The ECC Professional Standards staff will research the case and provide timely feedback to the submitter. The information obtained from this research and feedback will be used to improve the overall quality of the EMD process.

The second part of this methodology is to supply all front-line units with a Field Responder Guide for EMD version 12.2. The purpose of this Field Responder Guide is to provide MCFRS personnel with access to the EMD protocol dispatch determinant descriptors/codes. MCFRS personnel should use these guides to determine the meaning of the dispatch codes during and after response to specific EMS events. Any questions or concerns about the determinant descriptors/codes for a specific EMS event should be addressed to the email above.

These Field Responder Guides will be distributed to all front-line units upon publication of this Information Bulletin. Additional or replacement Field Responder Guides may be obtained by sending a request to the email above.

The final part of this methodology is to provide MCFRS personnel with the current listing of EMS call types with associated response plans/levels and EMD response types (BLS, ALS1, or ALS2). This document is located on Quicklinks under the Division of Operations/ECC Related tab, or directly at <https://docs.google.com/spreadsheet/ccc?key=0Ag-1FHbsk68cdEiheEtzSWNZWjJ0cGkyS0NjbVNyUGc&usp=sharing#gid=0>. Any questions or concerns about the response plans/levels and EMD response types for a specific EMS event should be addressed to the email above.

Questions can be directed to Assistant Chief John Kinsley at 240-773-7101 or [john.kinsley@montgomerycountymd.gov](mailto:john.kinsley@montgomerycountymd.gov), or directly to the feedback email [#frs.ECCDispatchFeedback@montgomerycountymd.gov](mailto:#frs.ECCDispatchFeedback@montgomerycountymd.gov).