

## SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM

**TITLE:** EMD (Emergency Medical Dispatcher)

**POLICY:** IDPH CODE 515.710

*EMD – a person who has successfully completed a training course in emergency medical dispatching, is licensed by IDPH as such, and who accepts calls from the public for emergency medical services and dispatches designated emergency medical services personnel and vehicles.*

Any dispatch agency giving pre-arrival instructions within the geographical boundaries of SCEMSS may be required to become an EMD System Provider Agency. Any individual, who acts as an EMD with an affiliated System Provider Agency, must be registered with the System and licensed by IDPH.

*PER IDPH: A person may not represent him/herself, nor may an agency/business represent an agent or employee of that agency/business, as an EMD unless certified/licensed by IDPH as an EMD.*

- I. EMD PROTOCOLS – The EMD agency will ensure their EMDs provide prearrival instructions in compliance with the System/IDPH/Will County 9-1-1 approved EMDPRS (emergency medical dispatch priority reference system) protocols, which meet or exceed NHTSA’s 1996 National Standard Curriculum and are in compliance with 515.710.
- II. EMD AGENCY CERTIFICATION/LICENSURE

To apply for certification as an EMD Agency, the person, organization or government agency that operates an EMD Agency will submit the following to the System for IDPH licensure:

- A. A completed IDPH EMD agency certification application form with a statement that System EMDPRS will be utilized and that a CQI program will be established to identify compliance with System EMDPRS, random case reviews, regular feedback of performance results, and compliance with confidentiality provisions of the Medical Studies Act. CQI reports will be made available to the System and IDPH as requested.
- B. A completed EMD ENTRY LETTER attached in this policy with copies of the EMD license and driver’s license must also be included with the application for every EMD to be rostered. Beginning January 1, 2026 all EMDs must also show verification of Telecommunicator CPR (T-CPR).

### III. MAINTENANCE OF EMD AGENCY ROSTER

Once an initial EMD roster is set at the time of entry, the System requires it to be maintained. The following will be adhered to or the System may suspend/revoke an EMD agency’s System participation.

- A. Only EMDs licensed by IDPH **and registered with the System** may give pre-arrival instructions with one exception. An EMD candidate that has passed a System approved EMD class and is awaiting IDPH licensure may be considered an “EMD in Training” and may give pre-arrival instructions under the supervision of another IDPH licensed EMD.

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- B. The System **MUST** be notified of any personnel changes within 10 days. This includes the **ADDITION** of any new EMD, **REMOVAL** of any EMD from the agency, **NAME CHANGE**, address change, and phone change.
1. **ADDITIONS** to the agency must be immediately submitted on the EMD ENTRY LETTER attached in this policy and must include a copy of the EMD license, driver's license, and beginning January 1, 2026 T-CPR.
  2. **REMOVALS** from the agency should be emailed and need only state that the EMD is no longer working at that agency.
  3. **NAME CHANGE** requests will be emailed and include a copy of the marriage license or divorce decree (first page, name change page, and signature page).

### IV. EMD INITIAL EDUCATION PROGRAM

- A. EMD education, training programs, and CE courses shall be pre-approved by IDPH, using the IDPH Education Program Application form. See Policy 100-01 for requirements of EMS Classes, which includes EMD.
- B. All education, training, and CE courses for EMD shall be coordinated by an IDPH Lead Instructor. See Policy 200-17 for Lead Instructor requirements.
- C. EMD training programs shall be conducted by instructors licensed by IDPH as an EMD, EMT, EMT-I, A-EMT or Paramedic who:
  - are, at a minimum, licensed as emergency medical dispatchers;
  - have completed an IDPH approved course on methods of instruction;
  - have previous experience in a medical dispatch agency; and
  - have demonstrated experience as an EMS instructor.
- D. Any change in the EMD education program's EMS LI shall require that an amendment to the application be filed with IDPH.

### V. EMD INITIAL LICENSURE

- A. To apply for initial licensure as an EMD, the LI of the EMD course will submit the following to the System, who will process the license paperwork with IDPH. The license will be valid for a period of 4 years.
  1. A completed IDPH EMD licensure form;
  2. A completed IDPH Renewal Notice/Personal History Statement form;

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3. A certificate with IDPH site code documenting successful completion of an EMD education course that meets/exceeds the US DOT national curriculum for EMDs or its equivalent;
  4. Beginning January 1, 2026 include a copy of the EMD applicant's T-CPR card.
  5. Once IDPH processes the above paperwork, the EMD applicant will receive a PIN and payment instructions to electronically pay the IDPH license fee of \$30.00.
- B. An individual who is certified or recertified by a national certification agency shall be licensed as an EMD if they meet the requirements of Administrative Code 515.710.

**VI. EMD RELICENSURE**

- A. To apply for relicensure, a licensed EMD will do the following **a minimum of 30 days prior** to the license expiration date:
1. Submit proof of completion of at least 48 hours of medical dispatch CE, WHICH INCLUDES ALL MANDATORY SYSTEM MOODLE CE to the System with a **current T-CPR card/certification**.
  2. Complete online at IDPH the renewal information along with the \$20 renewal fee: <https://emslic.dph.illinois.gov/GLSuiteWeb/clients/ildohems/private/OnlineServices.aspx>
- B. Any EMD whose license has expired, **within 60 days** after license expiration, may still submit all relicensure material as required with an additional late fee of \$100.00 made payable to IDPH, in the form of a certified or organization check or money order.
- C. Any EMD whose license has expired for a period of **more than 60 days but less than 36 months** may apply for "REINSTATEMENT" with their EMS System. This reinstatement will include submission of all relicensure material as required in this policy, plus a fee of \$30.00 made payable to the Illinois Department of Public Health in the form of a certified check or money order, and in addition to the items listed below. If all material is in order and there is no disciplinary action pending against the EMD, the System will approve and sign the EMD's IDPH License Reinstatement Application form and forward to IDPH.
- The EMD will be required to produce a valid T-CPR card and 48 hours of CE
  - Pay for and submit a State of Illinois background check via ISP.
  - 16 hours of ED clinical time with an approved Silver Cross ED preceptor
  - EMDs will take and pass the current System approved EMD final exam.
- D. Any EMD whose license has expired for a period of **more than 36 months** will be required to complete a new education program, pass the test, and file for new licensure.

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- E. An EMD who has not been recommended for relicensure by a System will submit to IDPH independently. Independent renewal info may be found on the System website.

**VII. REVOCATION OR SUSPENSION OF EMD OR EMD AGENCY CERTIFICATION**

- A. The EMS MD will report to IDPH whenever an action has taken place that may require the revocation or suspension of a certificate issued by IDPH. Revocation or suspension of an IDPH issued license in accordance with this policy and IDPH Code 515.165.

**VIII. WAIVER OF EMD REQUIREMENTS - IDPH may modify or waive EMD requirements based on the scope and frequency of dispatch activities and the EMD's access to training; or whether the previously attended dispatch education program merits automatic relicensure for the EMD.**

The following are exempt from the requirements of this policy:

1. Agencies whose public safety dispatchers only transfer calls to another answering point that is responsible for dispatching of fire or EMS Personnel;
2. Dispatchers for volunteer or rural ambulance companies providing only one level of care, whose dispatchers are employed by the ambulance service and are not performing call triage, answering 911 calls or providing pre-arrival instructions.

**ATTACHMENTS: EMD ENTRY LETTER  
EMD RELICENSURE REQUIREMENTS SUMMARY**

**EFFECTIVE DATE: 01-30-98**

**REVISED DATE: 09-23-25**

**SILVER CROSS EMERGENCY MEDICAL SERVICES SYSTEM**

**EMD ENTRY LETTER**

**NAME OF EMD CENTER:**

Date: \_\_\_/\_\_\_/\_\_\_

Silver Cross EMS System

I verify that (EMD full name) \_\_\_\_\_, EMD has been properly trained and is utilizing the pre-arrival medical instructions (EMDPRS) that you approved for our agency. Should the EMD cease affiliation with this agency, we will notify the System in writing immediately. Attached are copies of this EMD's current EMD license, Driver's License, and BLS/CPR card.

EMD's Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**EMD's E-Mail:** \_\_\_\_\_

Cell Phone: (\_\_\_\_\_) \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Primary System: \_\_\_\_\_ Secondary System: \_\_\_\_\_

\_\_\_\_\_  
Dispatch Center Coordinator's Signature

**ATTACH:** EMD license, Driver's License, and **T-CPR** (clear/legible copies)

**ATTACHMENT : EMD Relicensure Requirements**

**I. EMD RELICENSURE REQUIREMENTS SUMMARY:**

- 1. 48 Hours of CE (The 48 required hours may include hours from the list below)
- 2. T-CPR [Telecommunicator CPR](#)
- 3. IDPH Renewal Notice: Child support & felony conviction statements and \$20 renewal fee

**Submit to System: Items 1 & 2 / Complete ONLINE at IDPH website: Item 3**

**Will County 9-1-1 Agencies must submit Item 3 to Will County 9-1-1 for payment processing. Will County 9-1-1 may have additional requirements above what is listed in this policy.**

ALL MANDATORY SYSTEM CE MUST BE CURRENT FOR SYSTEM TO RENEW LICENSE.

**II. STANDARDS FOR ACCEPTABLE CONTINUING EDUCATION:**

Continuing education classes, seminars, clinical time, workshops or other types of programs will have an assigned IDPH approved site code to be submitted as acceptable CE hours. This includes CE hours obtained by attending Fire Department or Agency education. Refer to [www.silvercrosssems.com](http://www.silvercrosssems.com) or policy 200-16 "Continuing Education Acceptance & Validation Standards" on IDPH site codes.

<u>Continuing Education Recommendations</u>	<u>(Documentation) &amp; [Hours]</u>	<u>*Over 4 Years*</u>
1. SCEMSS EMD Moodle CE Monthly PowerPoint and Quiz (hours as designated) .....	Unlimited	
NOTE: SCEMSS EMT/Paramedic Moodle CE may also be used if the EMD is also an EMT or Paramedic)		
2. T-CPR certification (may be used for CE) .....	4 hours	
3. Agency EMD Education (IDPH approved w/site codes listed) .....	48 hours	
4. Emergency Preparedness event/exercise/education (signed CE Sheet) hr/hr .....	12 hours (max)	
5. Health Related College Courses [1 credit hour = 8 CE hours] .....	UNLIMITED	
6. EMS related Conferences and/or Seminars (Certificate) .....	hour for hour	
7. Online: APCO or PowerPhone CE (Certificate with IDPH site code).....	15 hours (max)	
8. Other IDPH Approved Locally Offered CE (Certificate or CE sheet w/hrs+site code listed).	hour for hour	

Certificates must include EMS Personnel's name, CE topic, hours awarded, site code or CECBEMS, etc. Repetition of a specific class session within a twelve-month period will not be accepted for credit.

**EMDs that are also licensed EMRs, EMTs, Paramedics, or PHRNs may use that CE toward their EMD license renewal. Refer to those Relicensure policies for CE requirements.**