

Column: Del Norte Ambulance Enhances Emergency Medical Dispatching Services in Del Norte County

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Opinion

As Emergency Medical Services Week approaches, Del Norte Ambulance is proud to highlight major improvements in Emergency Medical Dispatching (EMD) services that are helping to save lives and improve emergency response times throughout Del Norte County.

In partnership with the Del Norte County Sheriff's Office and Bay City's Ambulance Dispatch Center, Del Norte Ambulance has implemented advanced dispatch technology and ensured that EMD-certified dispatchers are available 24/7. These investments are part of an ongoing effort to strengthen coordination, reduce response times, and enhance the quality of emergency care available to local residents.

"We remain committed to providing the highest standard of emergency services to our community," said Ron Sandler, Paramedic and President of Del Norte Ambulance. "These improvements reflect our ongoing dedication to the safety and well-being of Del Norte County residents."

What Is Emergency

Medical Dispatching?

Emergency Medical Dispatching (EMD) is the process of managing 911 calls related to medical emergencies. Using nationally approved protocols, trained dispatchers:

- Rapidly assess the situation by asking targeted questions,
- Dispatch the appropriate level of emergency response,
- Provide life-saving instructions—such as CPR, bleeding control, or childbirth guidance—over the phone until first responders arrive.

This process serves as the critical first link in the Emergency Medical Services (EMS) chain and often plays a vital role in patient survival.

How an EMD Call Works

When a 911 medical call is transferred from the Sheriff's Dispatch Center, the EMD process typically includes:

Initial Assessment

The dispatcher asks:

- “What is the address of the emergency?”
- “What is the phone number you're calling from?”
- “Tell me exactly what happened.”

Protocol Selection

Based on the caller's responses, the dispatcher selects the appropriate medical protocol.

Determinant Assignment

The severity of the situation is determined, and the correct emergency response is dispatched.

Pre-Arrival Instructions

Vital instructions are given to the caller to assist the patient until emergency personnel arrive on the scene.

A Commitment to Public Safety

“It has taken years for us to get this service up and running and remain committed to continually improving the highest standard of emergency services to our community,” said Ron Sandler, Paramedic and President of Del Norte Ambulance. “These improvements reflect our ongoing dedication to the safety and well-being of Del Norte County residents.”