



International Academies  
of Emergency Dispatch.



## LOW-ACUITY MEDICAL CALL MANAGEMENT

The Emergency Communication Nurse System™ (ECNS™) delivers optimal medical care to the community while managing the influx of non-emergency medical calls.

Research shows that 15 to 20 percent of medical calls coming into emergency dispatch centers may be referred to a secondary nurse triage system. These ECNS-eligible, non-emergency calls (known as low-acuity calls) can now be efficiently managed through our nurse triage system. ECNS provides more appropriate levels of patient care while reducing pressure on health care resources.

### WHAT CAN ECNS DO FOR YOUR CENTER?

- Provide effective, standardized clinical assessment that leads to the most appropriate care for every low-acuity patient
- Reduce unnecessary emergency department visits and the demand on ambulance transportation services
- Establish safe, efficient, and effective use of EMS and community health resources
- Provide quality assurance/quality improvement processes with the software integration of AQUA® Evolution

### ABOUT ECNS

ECNS is certified by the International Academies of Emergency Dispatch® (IAED™) as its Fourth Pillar of Care and is housed within an EMS communication center using IAED's Medical Priority Dispatch System™.



**The ECNS and our Registered Nurses enable us to exceed our IHI Quadruple Aim goals of improving care, patient and provider satisfaction, and simultaneously lowering the cost of health care.**



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## THE ECNS PROCESS IS COMPREHENSIVE, YET SIMPLE.

1. A call comes into the center and ProQA® is launched by the Emergency Medical Dispatcher (EMD).
2. If, after EMD questioning, the patient is assigned an ECNS-eligible code, then the call is transferred to the Emergency Communications Nurse Desk in the center, staffed by an ECN-certified Registered Nurse.
3. The RN verifies there are no priority symptoms and gathers additional information.
4. An ECNS symptom-based protocol is selected and additional assessment is conducted.
5. Based on the caller's answers, a Recommended Care Level is reached, ranging from *Send an Ambulance Now* to *Self-Care Instructions*.
6. From here, a customer-defined health care facility is identified.

## Q & A

### What is required to use ECNS?

- Accreditation as an IAED Center of Excellence (ACE) in EMD
- Use of MPDS® ProQA calltaking software and AQUA quality improvement software

### Can I customize ECNS for my community?

Yes. Each agency can set its "Points of Care" or locally available resources where patients may be referred.

### What are the ECNS Protocols?

- Symptom-based protocols that take into account gender, age, and clinical risk factors
- Two hundred-plus symptom-based protocols, each with a set of logic-driven questions, overviews and clinical rationales

### What is LowCode software?

The ECNS Protocols are delivered through LowCode® software from Priority Solutions™, part of the Priority Dispatch® suite of solutions for emergency communication centers.



Since we implemented this program in May 2012, our patients, elected and appointed officials, healthcare system providers and payers have clearly expressed the value it brings to them. This has facilitated our ability to explore transformational economic models that compensate our team not just for the transportation we supply, but for the medical care we provide.



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