



# MEDICAL PRIORITY DISPATCH SYSTEM™

Answer every medical emergency call with confidence

The Medical Priority Dispatch System (MPDS™) is the original and most advanced emergency calltaking system in the world. It allows emergency communication centers to eliminate the impractical and dangerous practice of freelance calltaking. The structured approach guides calltakers to quickly gather the right information, dispatch the right help, and when necessary, provide lifesaving support. The MPDS includes 36 protocols—each one built by experts, backed by science, and tested over time—that reduce complexity and risk.

I can't imagine working  
without the MPDS.  
When used properly, it  
protects both citizens  
and responders!

Carole Morey  
Manager  
Medical Transport Coordination Center

## A SYSTEM, NOT A SCRIPT

The MPDS gives you a proven, comprehensive approach to emergency medical dispatch, driving operational excellence in the communication center. It includes:

- 1. STRUCTURED EMERGENCY MEDICAL CALLTAKING.** The MPDS gives calltakers the exact words to use to efficiently gather information, send the right help, and assist callers in immediate need—regardless of tenure or background. It enables even junior calltakers to handle uncommon, highly acute situations in a safe and sound way.
- 2. TRAINING, CERTIFICATION, AND CONTINUING EDUCATION.** Trust in dispatcher competency is crucial for first responders and the public at large. The MPDS requires trained, tested, and certified dispatchers, with ongoing education to stay up-to-date. It's one way you can ensure your community gets the highest level of care possible.
- 3. QUALITY ASSURANCE AND IMPROVEMENT PROGRAM.** Improvement starts with measurement. The MPDS provides a robust case review program, so quality assurance teams can measure performance and continuously improve. That gives leaders and responders the confidence that emergency communications are operating at a high level.



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MPDS is the gold standard in emergency calltaking systems. We enjoy a sense of security knowing our dispatchers follow scripted protocols that consistently give our patients the best care. Since implementation in 2006 our agency and community have benefitted far beyond our expectations.

Sandra Whaley  
VP Communications  
Medic Ambulance Service  
Solano and Sacramento Counties

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## WHAT'S NEW IN v13.2

**Opioid Fast Track.** A new Fast Track option on Protocol 23 allows rapid Narcan and CPR therapy for obvious narcotic overdose.

**Unconscious Patients.** The send point on Protocol 31 is moved up for unconscious patients with abnormal breathing to avoid any delay in dispatch.

**Falls.** A new Determinant Code added for "Fall down (not on) stairs," and a new Axiom to define Ground Level Falls.

## BENEFITS OF THE MPDS

### HIGHER CONFIDENCE

Confident dispatchers provide expert customer service to your community.

### REDUCED RISK

Lowered liability by meeting the established standard of care and practice.

### MAXIMUM FLEXIBILITY

Prioritized responses set by you—the most locally-defined inputs in the industry.

### BETTER SAFETY

Strong local oversight and control, including medical direction.

### INCREASED EFFICIENCY

Faster interrogation and case entry, leveraging the power of technology.

### HIGHER ACCURACY

Accurate, consistent, and concise information for first responders and callers.

### UNMATCHED INNOVATION

The most innovative and advanced dispatch diagnostics in the industry.

### EASY TO USE

Built seamlessly in ProQA® software, the MPDS is intuitive, even for new calltakers.