

(Before sending to the media, insert or select appropriate information within the red parenthetical phrases below. Keep quotes brief and concise. Omit any quotes or portions that are not applicable to your center.)

FOR IMMEDIATE RELEASE:

(Name of Communication Center) announces the implementation of the (Medical, Fire, or Police) Priority Dispatch System

(City, State—Month Day, Year)—The (Name of Comm. Center) is excited to announce the implementation of the (Medical, Fire, or Police) Priority Dispatch System™ (MPDS®, FPDS®, or PPDS®) to better serve the citizens of (City/County/Region/Province) in emergency situations.

Dispatchers using the newly implemented protocol system:

- will follow internationally recognized standards
- give universal, consistent care and service to every caller
- gather critical emergency call information for responders
- identify life-threatening situations
- safely prioritize calls for appropriate and fast response
- provide “Zero Minute” Dispatch Life Support using Pre-Arrival and Post-Dispatch Instructions

Implementing the (Medical, Fire, Police) protocol enables dispatchers to accurately assess each emergency situation and send the best response possible while safeguarding valuable and limited emergency services resources and increasing safety for both citizens and responders. One key benefit (Name of Comm. Center) will now provide is a constant stream of crucial and updated scene information to field responders en route. This information will better prepare responders to give precise assistance when they arrive at the scene.

(Insert a quote from an agency or city/county official about his or her favorite part of the protocol and how it will benefit callers.)

The Priority Dispatch System™ (PDS™) includes ProQA® software and/or cardsets, a three-day certification training course for emergency dispatchers, and continual quality improvement (QI) benchmarks and training. All dispatchers who work on the new system

are certified by the International Academies of Emergency Dispatch® (IAED™) and must recertify every two years, completing 24 hours of continuing dispatch education (CDE) and passing all requirements for IAED recertification.

Proactive quality improvement (QI) benchmarks are an important part of the newly implemented Priority Dispatch System. Use of the PDS allows communications centers to assess the quality of the care they are providing their communities, allowing them to make positive adjustments to training and staff in response to these assessments.

The constantly evolving Priority Dispatch System (PDS) will help provide the highest standard of care to the community, allowing (Emergency Medical Dispatchers, Emergency Police Dispatchers, Emergency Fire Dispatchers) to better manage limited resources and increase the accuracy and efficiency of the dispatching process.

(Insert a quote from an agency or city/county official about what the new system means for the public.)

(Insert important information about your communications center here: staff size, population your communications center serves, what types of emergency calls it handles, etc.)

As this system of protocol implementation, training, and quality improvement is set into place, you can be confident that (Name of Comm. Center) is earning the public's trust with every call and is your best possible source of help during times of (medical, fire, police) emergency.

Contact Information

For this story and the (Comm. Center Name)

Contact: (Supervisor or Media Contact Name)

Phone: (phone number)

E-mail: (if applicable)

(Comm. Center) website: (if applicable)

For the International Academies of Emergency Dispatch

Contact: Kris Berg

Phone: 800-960-6236 ext. 116

E-mail: kris.berg@emergencydispatch.org

IAED website: www.emergencydispatch.org

For Priority Dispatch® products, training, and services

Contact: Adam Hinckley

Phone: 800-363-9127 ext. 132

E-mail: adam.hinckley@prioritydispatch.net

PDC website: www.prioritydispatch.net

###