

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

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.

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