

**BOARD OF REGENTS
STATE OF IOWA
REGENT MERIT SYSTEM**

Class Title: Emergency Communications
Center Dispatcher

Class Code: 8221

Pay Grade: 409

GENERAL CLASS DESCRIPTION:

Under general supervision, is responsible for coordinating University Hospitals' Emergency Medical Services communications system, including telephone communications with hospitals, physicians, and law enforcement dispatchers, and radio communications with the Hospitals' AirCare Emergency Helicopter and Mobile Critical Care Unit (MCCU) and with conventional ambulance services.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Answers all calls on the incoming WATS telephone lines in the Emergency Communications Center, promptly assesses the caller's needs and takes the appropriate action.
2. Connects by telephone bridge line community physicians calling for an emergency consultation with appropriate clinical specialist; monitors calls.
3. Dispatches the Air-Care Helicopter or MCCU to a community hospital or the scene of an emergency notifying the necessary personnel by pager upon request.
4. Maintains radio contact with the Air-Care Helicopter at all times when that unit is on a mission. Provides the pilot with information about weather, topography of landing site from maps, available hospital facilities, etc., and arranges for the necessary staff and supplies to be ready for the patient when helicopter returns. Coordinates complex communication interactions involving remote emergency vehicle, University Hospitals clinical specialist, Emergency Treatment Center (ETC), and distant hospital.
5. Answers all incoming radio calls from ambulances, aircraft, or other mobile units, making the determination to either obtain the necessary information directly, or in patient emergency situations, to transfer the call to the ETC, Neonatal Intensive Care Unit, or Delivery Room.
6. Maintains direct communications with Emergency Medical Services, public safety and law enforcement agencies by radio and telephone.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.

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7. Provides medical communication coordination during accident and disaster situations which involve the Air-Care Helicopter or MCCU.
8. Monitors closed circuit television cameras and other alarm devices located on hospital helipad and other sensitive areas and alerts the appropriate departments when problems are detected.
9. Monitors remote alarm system for hospital environmental control system.
10. Monitors the tape recording of all radio and telephone traffic.
11. Answers routine and business calls about University Hospitals Emergency Medical Services Program.
12. Completes various records and logs concerning Emergency Communications Center and Emergency Patient Transportation Services.
13. Operates vehicles as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. In- depth knowledge of unit, department and institutional routines, functions policies, procedures and forms. Familiar with Telecommunications Center emergency procedures as well as hospital disaster plans including Hospital Emergency Incident Command System and HIPAA.
2. Knowledge of medical terminology.
3. Knowledge of the telecommunications systems and ability to operate systems efficiently.
4. Skill in utilizing a computer, software, online systems and conventional office equipment.
5. Ability to communicate effectively with patients, visitors, staff and the public in a variety of situations.
6. Ability to work in a high intensity environment.
7. Ability to prioritize work assignments and daily tasks.
8. Ability to read, interpret and accurately execute oral and written instruction and exercise judgment in its application.
9. Ability to withstand noise from various computers, alarms, pagers, telephones, office equipment and co-workers.

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MINIMUM ELIGIBILITY REQUIREMENTS:

1. Two years emergency health care experience or emergency dispatching experience.
2. Health science (e.g. nursing, emergency med. tech, emergency rescue programs) or emergency dispatching training may be substituted on a one for one basis for a minimum of 18 months.

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REVISION EFFECTIVE: October 1, 2009