



**COMMUNICATIONS OPERATIONS  
MISCELLANEOUS POLICY/PROCEDURE**

<b>Policy No.</b> 7441	<b>Date Issued:</b> June 24, 2005
<b>Section:</b> 7400 – Telephone Procedures	<b>Date Revised:</b> October 9, 2019
<b>Accreditation Standards:</b> None	
<b>SUBJECT: NON-ENGLISH SPEAKING REQUESTS FOR MEDICAL ASSISTANCE</b>	
<b>APPROVED:</b>	
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**1.0 Purpose**

The purpose of this procedure is to avoid dispatch delays of emergency medical resources to non-English speaking callers.

**2.0 Procedure**

- 2.1 Dispatchers receiving requests for emergency medical assistance from non-English speaking callers will create a “NOEMD” with modifying circumstance of “TRANS” medical incident for immediate dispatch.
- 2.2 In accordance with Policy No. 7440 (Using the EMD Transfer Line and Facilitation of Non-EMD), non-EMD dispatchers will transfer all callers requesting emergency medical assistance to an EMD via the EMD transfer line.
- 2.3 EMD’s receiving bilingual pay from the Authority for their Spanish speaking skills will process the call using the Spanish language version of the EMD protocols.
  - 2.3.1 Because Spanish is the most frequently translated language within the Communications Center, Spanish language versions of the EMD protocols are available in the Communications Center.

2.3.2 Bilingual EMD's, in any language, will not translate the English language version of the EMD protocols.

2.4 Calls handled by non-bilingual EMD's and requests for medical services in languages other than Spanish will be processed using the EMD protocols and the State contracted translation service.

2.5 All "NOEMD" with a modifying circumstance of "TRANS" medical incidents created for non-English speaking callers will be updated with dispatch determinants and appropriate comments as they are processed via the EMD protocols.