

P2-11

System Status Controller Candidate - Job Description

EFFECTIVE DATE: March 1, 1991

REVISED DATE: July 28, 2010

Purpose: To provide the controller with an outline of job description and duties.

Policy:

1. Answers all assigned incoming calls.
2. Responsible for dispatching appropriate ambulance, transportation, and aero medical crews to appropriate calls. Responsible for logging calls and times to Computer Aided Dispatch (CAD) application, including all pertinent call information.
3. Responsible for controlling and monitoring the positions of ambulances, transportation vehicles, and aircraft at all times; will give map directions as appropriate.
4. Assures all designated patient information is gathered from caller.
5. Will be required to give emergency medical dispatch instructions to callers.
6. Responsible for data entry of ambulance billing as assigned by a Supervisor, Manager, or the Executive Director.
7. Responsible for other duties in billing assignments such as chart data entry, numerical order of bill copies, appropriate placement of different charting papers, and other billing assignments.
8. Required to report to work as scheduled, and comply with procedures and guidelines as set forth in designated MEDIC EMS Handbooks and manuals.
9. Responsible for other duties as assigned by a Supervisor, Manager, or the Executive Director.
10. The Candidate will be evaluated at 120 days from start of employment for system certification. The candidate period may be extended further if deemed necessary. System certification forms must be completed after every shift by a MED-COM preceptor and forwarded to the MED-COM Supervisor.
11. The Candidate is required to successfully complete all MED-COM SOP and map tests prior to system certification.
12. Initial Orientation Policy - During the 120 day system certification period, the Candidate will function as an additional staff member. Candidate progress will be evaluated at the end of each step by the MEDIC EMS management team to ensure that continued employment is in the best interests of the Candidate and the Company. System Certification steps are as follows:
 - **0-168 hours** – Functions in an observational role under direct supervision of an SSC Training Officer in addition to normal MED-COM staffing levels; completes Exam #1 and initial Map tests.
 - **169-421 hours** – Once EMD certified, functions as a call-taker precepted by an SSC Training Officer; completes Exam #2.
 - **422-590 hours** – Functions as an Illini/MED-FORCE dispatcher/call-taker with an SSC Training Officer; completes Exam #3. Attains proficiency to function as a third person SSC precepted by SSC Training Officer (84 of these hours are spent on the night shift.)
 - **591-759 hours** – Functions as a third person SSC precepted by an SSC Training Officer.
 - **675+ hours** – Completes final MED-COM SOP and Map exams for final system certification.
13. Based upon a review of the Candidate's performance, a determination will be made to system certify the Candidate, or to extend the system certification period. Should an extension be required, the length of the extension will be determined on an individual basis.

P2-11 System Status Controller Candidate - Job Description (continued)

MINIMUM QUALIFICATIONS:

1. Current valid BCLS Healthcare Provider certification.
2. Must obtain and maintain valid current Emergency Medical Dispatch certification within 45 days of employment.
3. Required to successfully complete and obtain in a designated time period the State of Iowa Telecommunication Training Course.
4. Current valid EMT-B or higher certification.

