



Emergency Medical Guidance to 911 Callers on the way to our county



Harry L. Berry
Hardin County Judge/Executive

Our New System

Timely and accurate medical advice saves lives! National studies of emergency medical dispatch systems reveal responding immediately and appropriately are critical in an emergency.

Before August, we will introduce a new emergency medical guidance system in our 911 Dispatch Center. It is a state-of-the-art system, meeting all national and state emergency regulations.

With our new system, Hardin County 911 dispatchers will be able to provide medical advice and detailed instructions to any caller regardless of whether or not the emergency requires assistance from emergency first responders.

How Our New System Will Operate

While the 911 dispatcher talks to the caller, the caller's information is entered into our new system. The system recognizes the nature of the medical emergency and automatically provides the 911 dispatcher with accurate and specific medical emergency information to relay to the 911 caller.

If a professional emergency response is required, the new system will also relay the medical emergency information to the emergency responders. The 911 dispatcher remains on the line with the caller until the emergency first responders arrive at the scene.

As emergency medical protocols change, this new system will automatically update to provide our residents with the most current medical assistance available. Our 911 dispatchers will be re-certified every two years to remain proficient in the delivery of emergency medical advice.

Previous System

Under our old system, our dispatchers could not provide any medical advice or guidance to callers facing life-threatening circumstances. Until this new system is implemented, 911 Dispatchers can only take the emergency information and relay it to the appropriate first responder, leaving the caller feeling helpless until emergency personnel arrive.

County Received \$55,644 Grant in October 2013

Kentucky's Department of Homeland Security awarded the county a grant to install the new system and to provide training to our dispatchers in October, 2013.

System Software	\$	40,665
Installations	\$	9,990
Staff Training	\$	4,990
Total Grant	\$	<u>55,644</u>

