



Tama County, IA 911 Communications

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FOR IMMEDIATE RELEASE

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Tama County 911 Communications Center Announces Implementation of Emergency Medical Dispatch

TOLEDO, IOWA – The Tama County 911 Communications Center is taking an important step forward in emergency communications with the implementation of Emergency Medical Dispatch (EMD), a program designed to improve the way medical emergencies are handled from the moment a 911 call is answered.

Through a partnership with Total Response, Tama County 911 Communications is introducing a structured, protocol-based approach to handling emergency medical calls. The program provides Public Safety Telecommunicators (PST) with standardized questions and procedures to help gather essential information, assess the circumstances surrounding an emergency, and communicate critical details to responding emergency medical services (EMS).

What does this mean for 911 callers?

Tama County residents and visitors who call 911 for a medical emergency may be asked more detailed questions by the PST than in the past. These questions include information about a patient's condition, level of consciousness, breathing, symptoms, and other circumstances surrounding the emergency.

While some of the questions may seem repetitive or unnecessary to callers, each question serves an important purpose. Callers should understand that asking additional questions does not mean emergency assistance is delayed; rather, our team is asking questions to better prepare responders as they assemble to respond to the emergency. In some circumstances, the PST may provide instructions to assist a patient or caller before emergency medical personnel arrive.

The Tama County 911 Communications Team encourages residents and visitors to remain as calm as possible when calling 911, listen carefully to the PST's questions, and provide as much accurate information as possible. Please remain on the telephone and follow the PSTs instructions unless it is unsafe to do so or you are directed otherwise.

The Tama County 911 Communications Team remains committed to providing professional, compassionate, and reliable emergency communications services to the communities and first responders it serves.

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