

## Fact sheet

# MPDS for Health Care Professionals explained

From 10 September 2014 Health Care Professionals will be required to go through the Medical Priority Dispatch System (MPDS) process when calling triple zero (000) for ambulance attendance.

SA Ambulance Service has been using the International Academy of Emergency Medical Priority unified protocols since 2009. The MPDS is a protocol based call taking and dispatch system used by thousands of emergency operations centres worldwide. Its protocols are governed by the National Academy of Emergency Dispatch (NAED) based in the US, with input from around the world including Australasia.

### Benefits of the NAED's MPDS:

- > Increased standardisation of care and medical dispatch decision making.
- > Improved public safety through a more standardised method of call triaging.
- > Improved call taker professionalism through the requirement for all call takers to be trained and accredited.
- > Increased defensibility of call taker actions through the use of standardised processes.
- > Increased en route information to response personnel.

### To request ambulance attendance:

- > Call triple zero (000).
- > One of SA Ambulance Service's highly trained emergency call takers will talk through the MPDS process with you, ascertaining all relevant information about your patient.
- > Your patient will receive the most appropriate priority for ambulance response, based on their clinical presentation.

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## For more information

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[www.saambulance.com.au](http://www.saambulance.com.au)



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