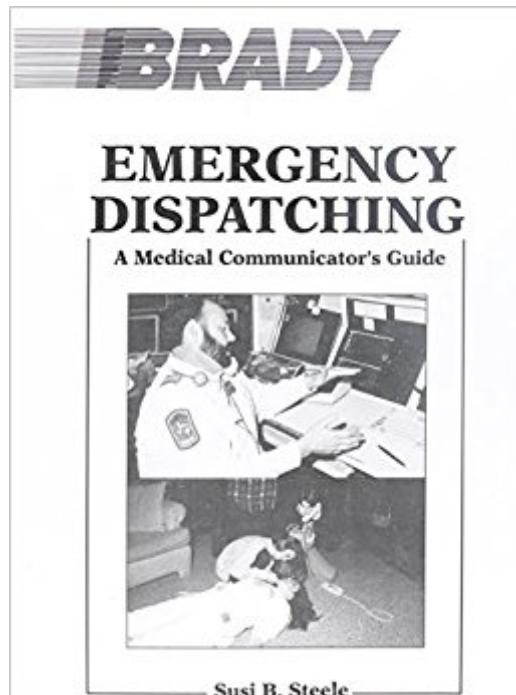




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# Emergency Dispatching: A Medical Communicator's Guide



## Synopsis

This practical new book on emergency dispatching goes beyond the theory of priorities dispatch' and addresses the roles and needs of live communicators and managers, with an emphasis on the human element in EMS dispatching. Features include coverage of quality assurance and systems status management, step-by-step instruction on how to build and maintain an entire EMS system, guidelines for hiring, training, retraining and evaluating employees in an emergency communications centre and sample conversations illustrating how to utilise voice control and calming techniques.

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