

MEDIA RELEASE

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Gurnee 9-1-1 Communications Center Implements Medical Priority Dispatch System

Gurnee – Starting today, the Gurnee 9-1-1 Communications Center is implementing the Medical Priority Dispatch System™ (MPDS®) to better serve the citizens of Lake County during medical emergencies.

Applying MPDS enables dispatchers to accurately assess each emergency and send the best possible response while providing universal and consistent quality service and care to every caller. The technology-based program brings emergency dispatching to the 21st Century by eliminating the need for a paper-based flowchart and incorporating computer data input. The new program guides dispatchers through a series of medical questions to gather critical emergency information while streamlining the response of emergency personnel to the incident location.

Each of the twenty-two dispatchers working at the Gurnee 9-1-1 Communications Center has undergone the mandatory three-day training on how to properly use the Medical Priority Dispatch System. All dispatchers are certified by the International Academies of Emergency Dispatch and will recertify every two years by completing twenty-four hours of continuing dispatch education, meeting the training standards required for the program.

The Gurnee 9-1-1 Communications Center receives over 14,000 medical emergency calls annually, serving Gurnee Police and Fire Departments, Zion Police and Fire Departments, Newport Fire Department, and Beach Park Fire Department.