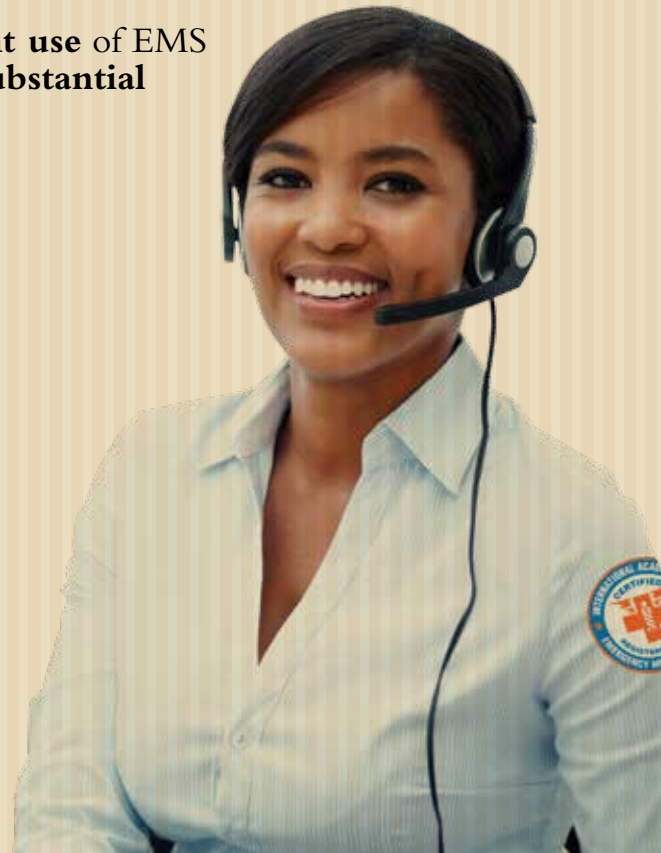


# ECNS

With ECNS, quality care reduces resource use and costs by:

- Providing patients with the **most appropriate care** for their condition in a timely fashion
- Proven **safe** and **effective** measures
- Improved **continuity of care** for the patient
- Connecting patients to **appropriate providers and care** facilities
- More **efficient use** of EMS resources at **substantial cost savings**



Emergency Communication Nurse System (ECNS)

International Academies of Emergency Dispatch  
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Making clinically and safely sure an ambulance isn't needed...



## Emergency Communication Nurse System™ (ECNS™)

# ECNS

*“The ECNS implementation at MedStar has helped us provide the right patient with the right care, at the right time, in the right setting, with the right outcome, at the right cost. Eighty-three percent of the callers directed to alternate care said that was how their 9-1-1 call should have been handled and 94% said the outcome saved them time and money.”*

—Matt Zavadsky  
 Director of Public Affairs  
 MedStar Mobile Healthcare

### A Nurse in My Communication Center?

*Excellence in Both Quality and Affordable Care*

*“The central origin of the MPDS® was all about appropriateness of care and response. We have always known that everyone who calls 9-1-1 doesn't need an EMS response to help them. However, making that determination at the dispatch center was fraught with potential under-triage and liabilities. Today, the comprehensive process of the ECNS allows this to occur under the management and quality eye of the 9-1-1 center, with a program specifically designed for two-way linkage between ProQA's® low-acuity codes and the LowCode™-based ECNS protocols that further refine them.”*

—Jeff Clawson, M.D.  
 Chair, Rules Committee of the Medical Council of Standards  
 International Academies of Emergency Dispatch

*“ECNS is the key to all well-rounded communication centers, ensuring rapid ambulance responses for life-threatening emergencies by easing stress on emergency medical services. The end result is comprehensive patient care, optimal patient outcomes, and appropriate resource utilization.”*

—Jerry Overton  
 Chair, Board of Accreditation  
 International Academies of Emergency Dispatch

**The ECNS comprehensive process is designed for two-way linkage between ProQA's low acuity codes and the LowCode-based ECNS protocols that further refine them.**

*“Let quality of care and value drive resource utilization and costs, not the other way around.”*

—Mark Rector  
 Director of Special Operations  
 Priority Dispatch Corp.







# Emergency

## HOW WOULD ECNS BENEFIT MY AGENCY?

ECNS offers progressive communication centers a patient care tool that promotes better care for patients that don't require an EMS response. As the first link in the EMS chain, communication centers using ECNS are uniquely positioned to improve customer service and satisfaction for their communities. It is a proven system that maximizes the most appropriate and efficient use of emergency resources at substantial cost savings and is a potential revenue source for EMS agencies by providing an opportunity to expand dispatch services that create direct and self-sustaining revenue. ECNS joins the International Academies of Emergency Dispatch's® (IAED's™) emergency medical dispatch, emergency fire dispatch, and emergency police dispatch as the Fourth Pillar of Care and offers the same high quality and reliability you've come to expect from the Academy.

# Communication

## HOW DOES ECNS WORK?

Eligible low acuity 9-1-1 calls are sent via a certified CAD interface to the Emergency Communication Nurse (ECN). An ECN uses LowCode to access more than 200 symptom-based protocols to provide further assessment over-the-phone and determine the optimal level of care for each patient.

## HOW DOES PATIENT REFERRAL WORK?

An ECN might refer a patient with a less serious medical condition, such as a sprained ankle, to the family physician or closest health care facility, reserving ambulance transportation for the more critically ill or injured patient. ECNS supports a Directory of Services (DOS) that lists recommended care providers in the community. Using the system's navigational tool, the ECN can locate providers closest to the patient as well as alternative methods of transportation, taking into account a patient's health insurance provider. An ambulance can be dispatched at any time if the patient's condition requires immediate attention.

# Nurse

## WHAT ARE THE FIRST STEPS TOWARD IMPLEMENTATION?

Centers choosing ECNS must be IAED-Accredited Centers of Excellence (ACEs)—the gold standard of communication center performance. ECNs must be registered nurses and it is recommended they have experience working in acute and emergency care settings for five or more years. They must also pass the IAED EMD and ECN on-site training courses.



## ARE OTHER AGENCIES CURRENTLY USING ECNS?

Agencies spread over four continents experience the benefits of ECNS and have effectively processed more than 4 million calls over the past 14 years since the system was developed.

# System (ECNS)

## HOW WILL ECNS IMPROVE MY CENTER'S DELIVERY OF SERVICES?

ECNS benefits the entire EMS process, from the time of the call through the delivery of healthcare services. ECNS safely connects patients with the healthcare they need, reduces the cost of resources for the patient and EMS, and relieves the stress on over-crowded hospital emergency rooms.



## Software Support for ECNS:

### WHAT IS LOWCODE?

LowCode, a software application developed by Priority Solutions Inc.™, electronically integrates and operates the sophisticated ECNS. It interfaces with an agency's CAD and ProQA software to ensure safe and effective communication throughout the process. LowCode allows the ECN to navigate a series of symptom, gender, and age-specific logic protocols. The software also provides demographical information storage and an electronic time stamp for each question asked, using a rule-out logical progression to identify the most serious patient presentations first so patient treatment is not unnecessarily delayed.



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