

# Boyd County 911 Upgrades Emergency Medical Dispatch Response with PowerPhone's Total Response

PowerPhone is pleased to announce that Boyd County 911 (Boyd County, Kentucky) is the latest agency to adopt its Total Response system to support Emergency Medical Dispatch. Total Response is a proven, integrated approach to emergency call handling that takes the entirety of a caller's situation into account and encourages call takers to truly listen to callers. Boyd County 911 will achieve greater consistency in the call handling process and a reduction in liability through the use of training, tools and assessment in the Total Response solution.

"Boyd County 911 is adopting and implementing PowerPhone's Total Response call handling system to provide Emergency Medical Dispatch," said Sandy Ott, Director of Boyd County 911, who agreed that "This will result in a consistent and higher level of service to the citizens and visitors of our community." PowerPhone's protocols that support Emergency Medical Dispatch have been time-tested for over 31 years and help 911 call handlers get valuable information to first responders before they arrive on scene, and also help provide callers with pivotal pre-arrival instructions until emergency personnel arrive.

"With this program in place, the dispatchers are trained and equipped to offer potentially life-saving instructions to be implemented by the caller while the paramedics are on the way to the patient's location," said Ott, "The dispatchers can literally talk a willing participant through administering CPR if needed, which could make a tremendous difference in the outcome of a cardiac event."

Boyd County 911 call handlers are in the process of finishing training on the Total Response system, and are scheduled for live implementation on October 1, 2015.

When calling 911 after October 1<sup>st</sup>, citizens will see an immediate impact from the implementation of PowerPhone's Total Response that supports Emergency Medical Dispatch. Total Response call handling protocols allow 911 Telecommunicators to do a full risk assessment at the incident scene so that 911 callers get the right skills sent for their emergency situation. Boyd County 911 has made a solid investment to make sure citizens get consistent, reliable emergency medical dispatch communications.

About PowerPhone:

**PowerPhone**, a 31-year-old privately-held Connecticut corporation, is a leading provider of emergency communications technology, consulting and training. PowerPhone's single-system Total Response approach ensures consistent call handling and the highest standard of care. As the first organization to develop integrated protocols for police, fire and emergency medical dispatch, PowerPhone has helped raise call handling standards throughout the world. For more information, [www.PowerPhone.com](http://www.PowerPhone.com).