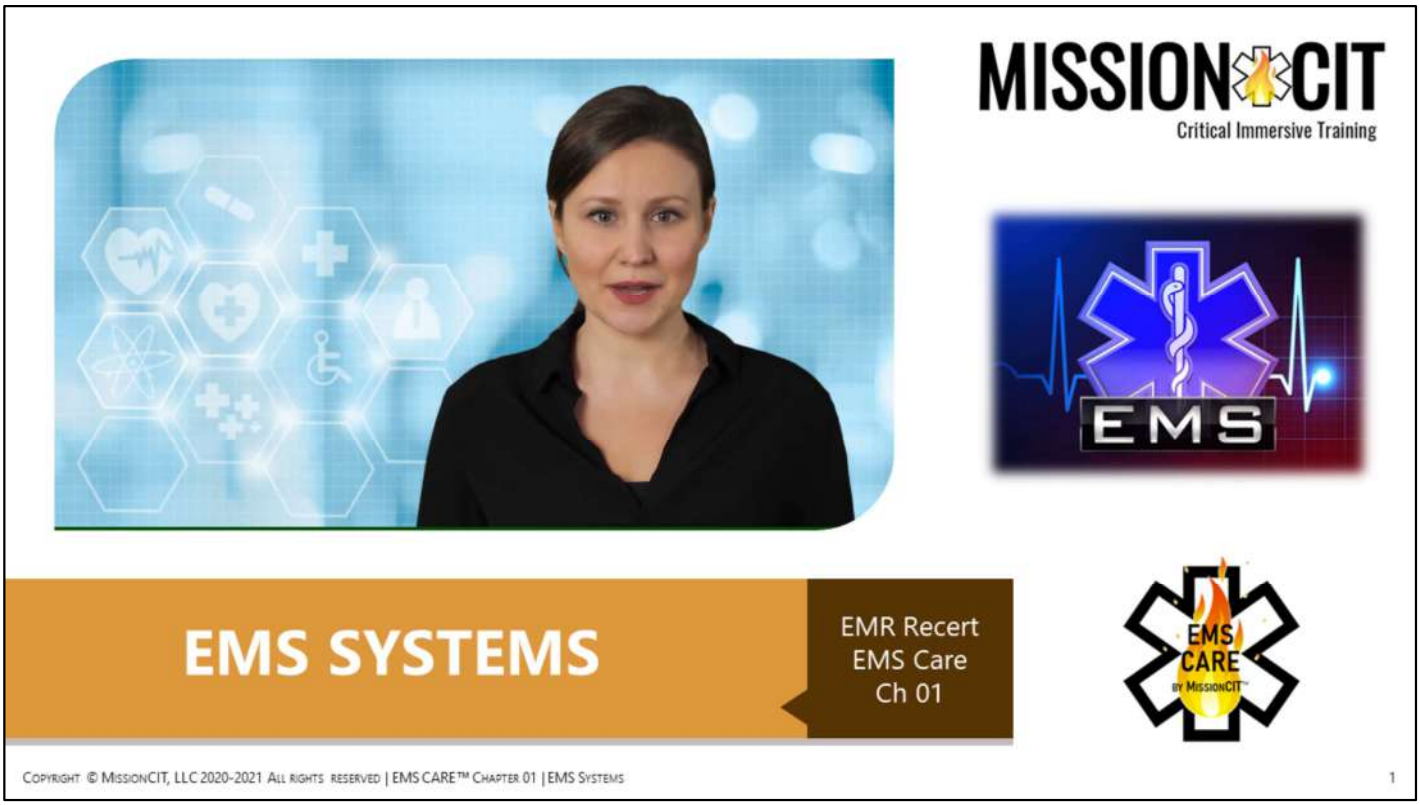
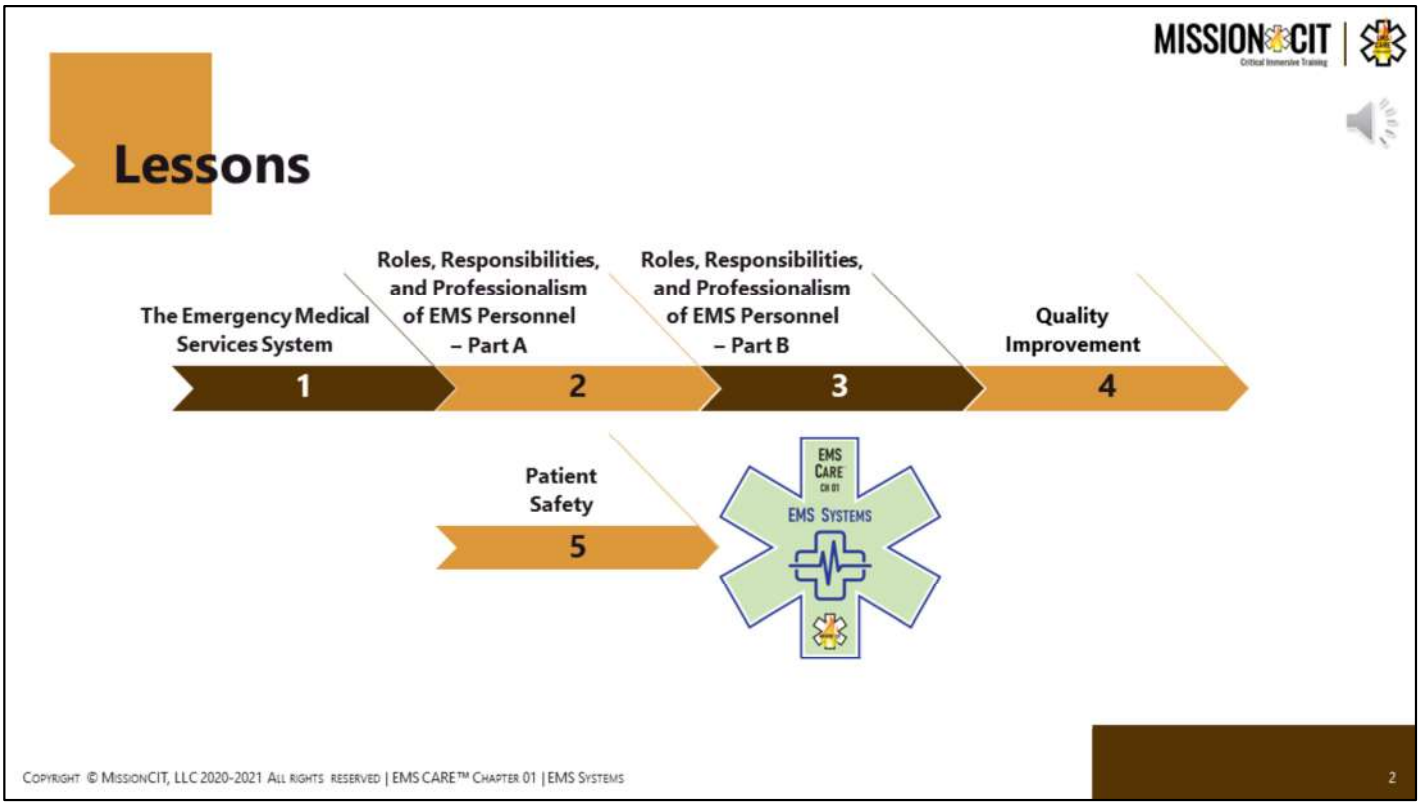


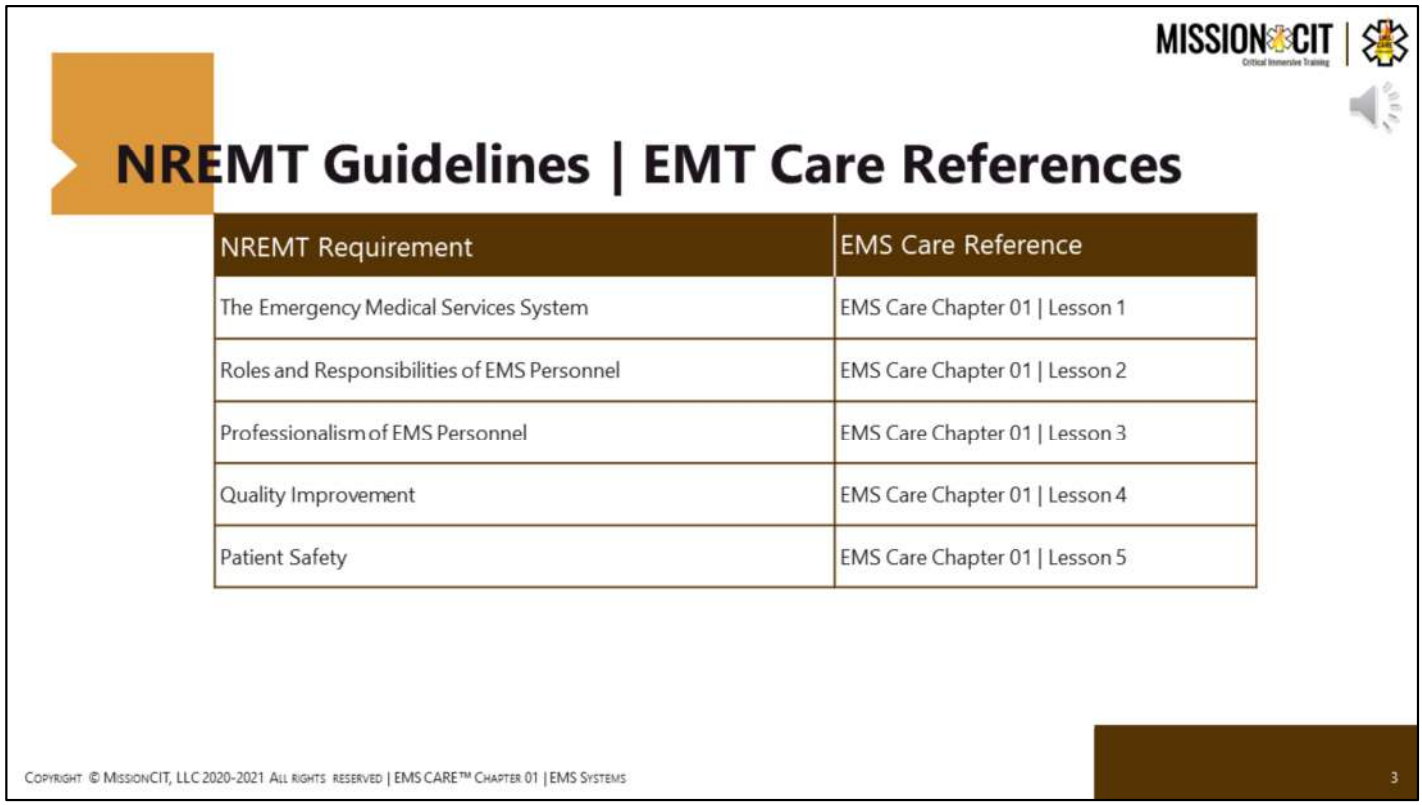
Hello and welcome to this MissionCIT course. Emergency Medical Services, more commonly known as EMS, is a system that provides emergency medical care. Emergency Medical Services (EMS) system is a comprehensive program designed to provide services to the patient in the prehospital setting. The system is activated when a call is made to the EMS operator, who then dispatches an ambulance to the patient. The patient receives critical interventions and is stabilized at the scene. A communication system allows the health care workers at the scene to contact a trauma center for information regarding further treatment and disposition of the patient, followed by transportation of the patient to the most appropriate facility for treatment.



We will review the following lessons in this chapter:

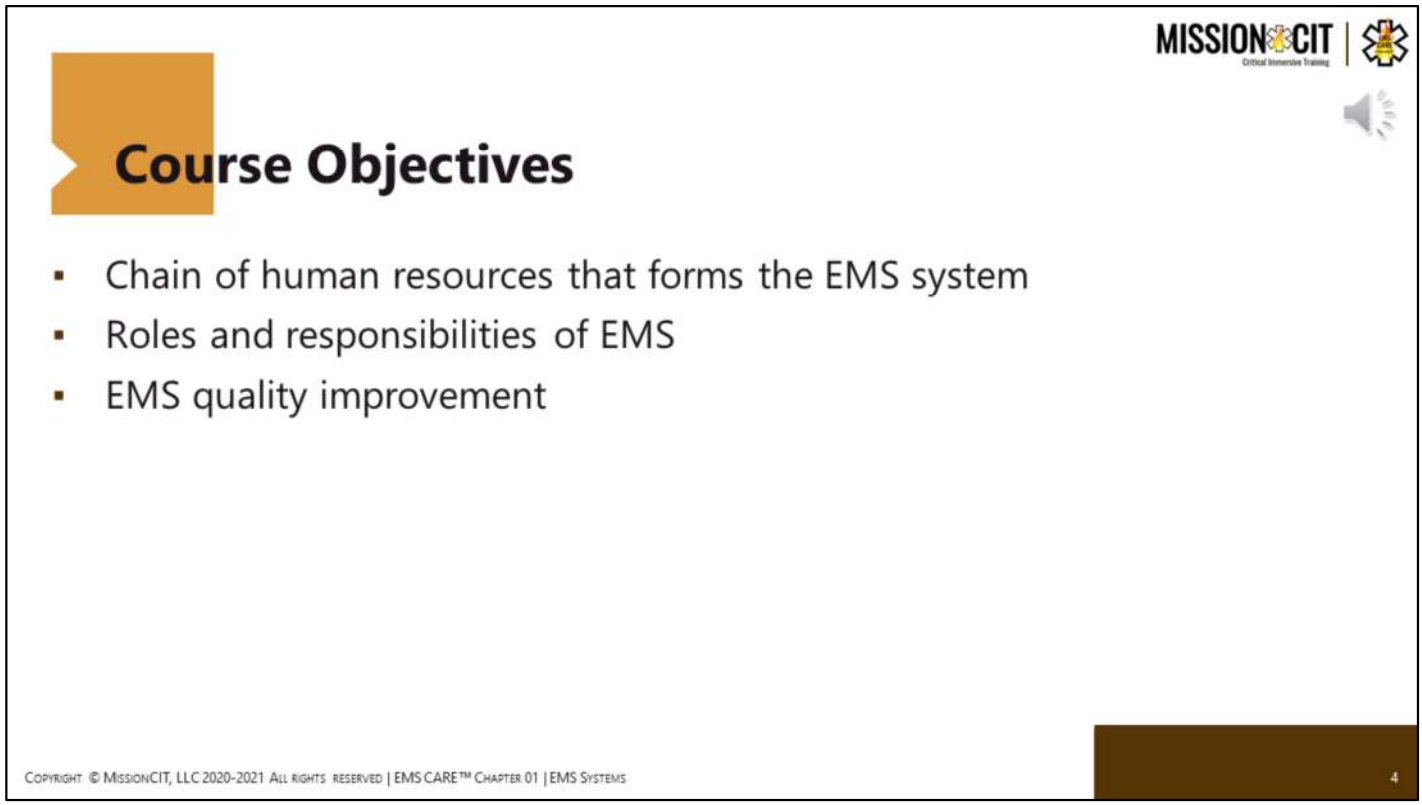
- Lesson 1: The Emergency Medical Services System
- Lesson 2: Roles, Responsibilities, and Professionalism of EMS Personnel – Part A
- Lesson 3: Roles, Responsibilities, and Professionalism of EMS Personnel – Part B
- Lesson 4: Quality Improvement
- Lesson 5: Patient Safety

We complete our studies with a Chapter Review followed by a quiz. You will need to watch all the lessons, answer the interactive questions; and finally score a 75% grade or higher on the quiz, to get credit for this chapter.



This course fulfills the following NREMT guidelines:

- The Emergency Medical Services System
- Roles and Responsibilities of EMS Personnel
- Professionalism of EMS Personnel
- Quality Improvement
- And lastly, patient Safety



The objectives of this course are:

- Chain of human resources that forms the EMS system
- Roles and responsibilities of EMS
- EMS quality improvement

Now that you have an idea of what to expect from this course, let's get started.