

Specialty: Emergency Communications Nurse (ECN)



Education and Training

- Current Certificate of Competence for a Registered Nurse with the College of Provincial Jurisdiction
- Bachelor's degree in Nursing (BScN.) or equivalent
- Completion of a course in Crisis Intervention or Emergency Medical Dispatch an asset
- Core & CAD Ambulance Communication 240-hour course or equivalent preferred, will train if necessary
- Successfully complete a modified System Status Controller training program
- A valid cardiopulmonary resuscitation certificate to Level C at the time of employment
- Fluency in multiple languages an asset
- Minimum of three (3) years' recent experience in the health care field involving direct patient care in an emergency care environment (Emergency Department)
- 2 years of EMS ambulance communications in a major city is an asset
- Emergency Medical Services field experience or regularly scheduled field time an asset

Roles and Responsibilities

This position will perform a secondary triage of 911 calls and using clinical judgement in conjunction with a computer decision support system triage callers to appropriate levels and point of care to address immediate health care needs. In addition, the ECN will provide mandatory callbacks to patients twenty-four hours post initial call to ensure that health care needs were met. The ECN will also provide clinical decision-making support to Emergency Medical Dispatchers (EMDs) and if necessary, re-contact callers to further assess health care needs.

Impact

ECNs allow paramedic resources to remain available for time-critical, life-threatening 911 emergencies by diverting callers that are experiencing non-life-threatening, non-time-critical emergencies with the assistance they truly need. ECNs have a strong understanding of the resources available in our communities and can direct callers to those services that tailor their needs. ECNs are able to triage over the phone and provide recommendations on their immediate needs, saving the need to immediately dispatch paramedics to their location.

