

# Patient Complaint Reported by Dispatch

## National EMS Database Report Specification

### Purpose

This report provides national information regarding patient complaints commonly reported by dispatch to the EMS responding unit.

### Definitions

1. **EMS Dispatch:** A dispatch center which receives calls for help and sends EMS personnel to respond to medical emergencies. No additional description or characterization is associated with the National EMS Database. The terms used are general in nature and are for National EMS Database Reports only. Terms do not reflect state or agency terminology. For more descriptive definitions, contact individual participating states or EMS agencies.
2. **Percentage:** The number of items with a certain characteristic divided by the total number of items in the sample and multiplied by 100. For example, the percentage that represents five out of 20 complaints is 5 divided by 20 x 100, which is 25%.

### Required Data Elements

- \* D01\_10: Statistical Year
- \* E02\_04: Type of Service Requested
- \* E03\_01: Complaint Reported by Dispatch

1. The Statistical Year (D01\_10) is used to select the records for the Date Range
2. Select only records with E02\_04 = 911 Response (Scene)

### Formulas

None

### Exclusions/Limitations

Patient complaint categories included in this report relate directly to the condition of the patient. Complaint categories describing the type of EMS encounter environment or EMS service were excluded (e.g., Hazmat, Transfer, Mass Casualty Incident). Also, patient complaint categories reported less than 0.5% of the time were excluded (i.e., animal bite, drowning, electrocution, eye problem, heat/cold exposure). The actual number of excluded cases will vary based upon the date range specified for each chart (see specific chart footer for number of excluded cases).