

NEMTAC 3007-202x – Dispatcher/Router Education

Standard Overview

Status Summary

- Draft Status: Assigned
- ANSI PINS Filed: No
- Assigned Committee: Certification & Standards Advisory Committee (CSAC)
- Date of Last Update: April 2025

Standard Description

NEMTAC 3007-202x – Dispatcher/Router Education establishes the foundational competencies and education framework for individuals responsible for coordinating Non-Emergency Medical Transportation (NEMT) services. This standard is focused on ensuring dispatchers and route planners are equipped with the necessary skills to optimize efficiency, reduce errors, ensure safety, and provide excellent customer service.

The standard outlines key knowledge areas such as routing optimization, effective communication with drivers and passengers, use of technology for scheduling and monitoring, and managing service delivery within compliance frameworks. It also covers critical aspects of customer service, conflict resolution, and situational problem-solving.

The education model is designed to be flexible, allowing for both entry-level and advanced training programs that incorporate theoretical knowledge, hands-on training, and real-time application. This includes specific guidance on when and how to handle incidents, manage scheduling challenges, and communicate effectively with medical professionals, drivers, passengers, and brokers.

Key Topics Addressed

- Routing and scheduling optimization techniques
- Effective communication with drivers, passengers, and brokers
- Technology integration for real-time monitoring and updates
- Conflict resolution and stress management strategies
- Customer service protocols in high-pressure situations
- Managing operational exceptions and emergency response scenarios

Stakeholder Impact Matrix

Stakeholder Group	Relevance to this Standard
NEMT Providers	Improves operational efficiency, reduces service delays, and ensures smoother daily operations
Brokers	Provides consistent standards for dispatch efficiency, communication, and problem-solving
Health Plans	Enhances coordination and ensures timely, accurate transportation of members
Regulators	Provides a baseline for evaluating dispatch operations, communication protocols, and service delivery

Healthcare Facilities	Ensures timely and accurate transport coordination between providers, dispatch, and patients
Technology Vendors	May support integration of routing, scheduling, or communication platforms with dispatch systems
Call Center / Dispatch	Strengthens communication practices and response times during high-stress or emergency situations
Training Organizations	Defines curriculum scope and instructor qualification standards
Vehicle Manufacturers / Equipment Providers	Limited direct impact; may relate to dispatch technology integrations and fleet management
Emergency Services Partners	Clarifies when and how to escalate to EMS or crisis intervention teams
Caregivers & Social Workers	Ensures passengers are treated with respect and their needs are addressed during transport
Passengers / Advocates	Improves customer experience by fostering professionalism, communication, and efficiency in dispatching practices

Call to Action

NEMTAC invites public participation in shaping this standard. Stakeholders are encouraged to:

- Review and comment during the public comment period (to be announced)
- Apply to serve on a NEMTAC Advisory Committee
- Engage directly with the national conversation at Transform 2025 in Dallas



Join a NEMTAC Advisory Committee: [Committee Application](#)



Register for Transform 2025: [Register](#)

Contact Information

Peter J. Hicks, Executive Director

Email: PHicks@nemtac.co | Phone: 866-636-8221