

# ALL CALLERS INTERROGATION

1. **Where** is your emergency (*address or location*)?

*Confirm location*

2. **What** is the **phone number** you are calling from?

*Confirm phone number*

3. **What** is the **emergency**?

*If MVC jump to the [T10: MVC](#) Card*

4. How **many** people are **hurt** (*if not obvious*)?

5. How **old** is the person?

6. Is the person **conscious**?

*If **No**, Send a **Code Red Response**  
Advise Caller help has been dispatched*

7. Is the person **breathing**?

- *If **Yes**, Go to the [C6: Unconscious/Fainting](#) Card*
- *If **Uncertain**, tell caller to **Go** and **See** if the chest is rising, then come back to the phone*
- *If **No**, go to the [C1: Cardiac Arrest](#) Card*

8. Is the person **male** or **female** (*if not obvious*)?

9. What is your **name**?

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## C: Critical Care Events with Instructions

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<u>C2</u>	<u>Choking</u>
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<u>C5</u>	<u>Pregnancy/Childbirth</u>
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## I: Instructions

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<u>I3</u>	<u>Child CPR Instructions</u>
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<u>I6</u>	<u>Child Choking Instructions</u>
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<u>I8</u>	<u>Childbirth Instructions</u>
<u>I9</u>	<u>Medical Airway Control Instructions</u>
<u>I10</u>	<u>Trauma Airway Control Instructions</u>
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## **M: Medical Incidents**

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<u>M2</u>	<u>Allergies/Stings</u>
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## **T: Traumatic Incidents**

<u>T1</u>	<u>Animal Bites</u>
<u>T2</u>	<u>Assault/Domestic Violence/Sexual Assault</u>
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<u>T5</u>	<u>Eye Problems/Injuries</u>
<u>T6</u>	<u>Fall Victim</u>
<u>T7</u>	<u>Heat/Cold Exposure</u>
<u>T8</u>	<u>Stabbing/Gunshot Victim</u>
<u>T9</u>	<u>Traumatic Injury</u>
<u>T10</u>	<u>Motor Vehicle Collisions</u>

# C1: Cardiac Arrest

## KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. *(If unsure about consciousness of person)* Does the person **respond** to you?  
Does the person **move**?
4. *(If unsure about breathing)* Go look at the person's **chest** and see if it goes **up** and **down**, then come back to the phone
5. *(If unsure about breathing)* Listen for **sound** and **frequency** of breathing  
*Agonal respirations are often reported as gasping, snoring, gurgling, barely breathing, occasional moaning, weak or heavy breathing.*
6. *(If not obvious)* Is this an **expected** death?  
*(If yes)* Is the person in **hospice** care? [Jump to M10: Obvious Death Card](#)

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### CODE RED

### CODE YELLOW

## DISPATCH

1. CPR in Progress
2. Respiratory Arrest
3. Possible DOA of unknown origin

1. Confirmed hospice expected death

# C1: Cardiac Arrest – Pre-Arrival Instructions

1. Go to the age specific CPR Instruction card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. *(If caller refuses CPR instructions)* Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, or you decide to provide CPR, call me back immediately**

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## Call Taker Prompts

1. Agonal respirations are ineffective breaths which occur after cardiac arrest
2. Law enforcement notified?

## Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## C2: Choking

### KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. **Describe** the breathing?  
*Does the chest rise? Does air enter freely?*
4. Is the person able to **speak** (cry)?
5. Is the person turning **blue** (*changing color*)?

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### CODE RED

1. Unconscious
2. Not breathing normally
3. Unable to talk/cry
4. Turning blue (*changing color*)

### CODE YELLOW

1. Able to speak or cry
2. Exchanging air with no breathing difficulty
3. Airway cleared, assist person

### DISPATCH

## C2: Choking – Pre-Arrival Instructions

1. Go to the age specific Choking Instruction card
  - [Adult Choking Instructions](#)
  - [Child \(1-8 years\) Choking Instructions](#)
  - [Infant \(0-1 years\) Choking Instructions](#)
2. *(If caller refuses choking instructions)* Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, or you decide to provide care, call me back immediately**

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### Call Taker Prompts

1. A previously healthy child who is suddenly found to be not breathing/cardiac arrest is considered to be a foreign body airway obstruction until proven otherwise

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## C3: Drowning (Possible)

### KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Has the person been **removed** from the water?
4. *(If yes and not obvious)* Is the person on **land** or in a **boat**?
5. How **long** was the person **underwater**?
6. What was the person doing **before** the **accident**?
7. *(If not obvious)* Is this a **scuba** diving accident?

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### CODE RED

### CODE YELLOW

### DISPATCH

1. Unconscious
2. Not breathing normally
3. Scuba diving accident
4. Diving accident (consider c-spine injury)
5. Person still submerged

1. Person not submerged with no critical symptoms
2. Person coughing
3. Other injuries without critical symptoms
4. Minor injuries (lacerations, etc)



## C3: Drowning (Possible) – Pre-Arrival Instructions

1. Do not attempt to rescue the person unless you are trained to do so
2. Do not move the person around
3. Keep the person warm
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, or you decide to provide care, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)
3. Is Rescue needed?
4. Are boats needed?
5. Is Scuba Team needed?
6. Should the Diver's Alert Network (DAN) be notified?  
+1-919-684-8111 and +1-919-684-4DAN (-4326)
7. Law enforcement notified?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## C4: Electrocution

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1. Is the person still in **contact** with the source?
2. Is the person **alert**?
3. Is the person breathing **normally**?
4. (*If household electrocution*) Did the person contact a dryer, stove or other **220-volt** source
5. Are there any other **injuries**?  
(*If yes*) What are they?

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### CODE RED

### CODE YELLOW

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1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Burns to airway, mouth or nose
5. Burns over 20% of body surface area
6. Burns from contact with 220-volt source or higher
7. Reported DOA until evaluation by responsible party
8. Multiple persons

1. Household shock without critical symptoms

## C4: Electrocution – Pre-Arrival Instructions

1. Beware of ground moisture
2. Do not touch the person if still in contact with the source of electricity
3. Beware of liquid spills that may conduct electricity
4. If safe to do so, turn off the power.
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, or you decide to provide care, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. [If unconscious, go to the C6: Unconscious/Breathing Normally/ Airway Control card](#)
3. Is Rescue needed?
4. Is Fire Department needed?
5. Law enforcement notified?
6. Is the power company needed?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## C5: Pregnancy/Childbirth

### KEY QUESTIONS

1. Is she **alert**?
2. Is she breathing **normally**?
3. How far along is she?
4. Is she having **contractions**?
5. Is there a strong urge to **push**?
6. Can you see the **baby's head**? *Is the baby coming out?*
7. Is this her **first pregnancy**?
8. Are any **complications** expected?
9. Has her **water broke**?
10. Is she **bleeding**?
11. Has she had a **seizure**?
12. (*If post delivery*) Is the **baby breathing**?

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### CODE RED

### CODE YELLOW

### DISPATCH

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Imminent delivery or delivery
5. Syncopal episode
6. Prior history of complicated delivery
7. Bleeding >20 weeks pregnant
8. Premature active labor, >4 weeks premature
9. Abdominal injury >20 weeks pregnant
10. Seizure
11. Multiple births

1. Delivery not imminent
2. Vaginal bleeding without fainting <20 weeks pregnant
3. Abdominal injury <20 weeks pregnant
4. Water broke
5. Pregnant <20 weeks or menstrual with any of the following
  - Cramps
  - Pelvic pain
  - Spotting

## C5: Pregnancy/Childbirth – Pre-Arrival Instructions

1. Do not allow her to use the toilet
2. Have her lie down on their left side
3. Keep her warm
4. Do not flush toilet or dispose of any used pads
5. Gather any of her medications for the paramedics
6. Lock away any pets
7. **If her condition changes, or you decide to provide care, call me back immediately**

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### Call Taker Prompts

1. Imminent and post delivery, [Jump to I8: Childbirth Instruction card](#)
2. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
3. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## C6: Unconscious/Fainting

### KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is this the first time today that the person has been **unconscious**?
4. (*If not obvious*) Have you tried to wake the person up?
5. Do you know if the person is taking any **drugs**? Drinking **alcohol** (*alone or with the drugs*)?
6. What was the person doing **before** they became unconscious?
7. Did the person have any **complaints** before they went unconscious?
8. Does the person have a **Medic Alert Tag**?  
(*If yes*) What does it say?

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### CODE RED

### CODE YELLOW

### DISPATCH

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|--|--|
| <ol style="list-style-type: none"> <li>1. Unconscious</li> <li>2. Not breathing normally</li> <li>3. Decreased level of consciousness</li> <li>4. Combined drug and alcohol overdose</li> <li>5. Fainting associated with;<br/>Headache, Chest Discomfort, Diabetic, GI/Vaginal Bleeding, Abdominal Pain, Sitting/Standing or Continued Decreased Level of Consciousness</li> <li>6. Single fainting episode &gt;50 years of age</li> <li>7. Alcohol intoxication and cannot be aroused</li> </ol> | <ol style="list-style-type: none"> <li>1. Unconscious but now conscious with no critical symptoms</li> <li>2. Unconfirmed 'slumped over the wheel'</li> <li>3. Conscious with minor injuries</li> <li>4. Alcohol intoxication but can be aroused</li> <li>5. Near syncope without critical criteria</li> </ol> |
|--|--|

## C6: Unconscious/Fainting – Pre-Arrival Instructions

1. Have the person lie down
2. If person is vomiting, place them on their side
3. Do not leave the person, be prepared to perform CPR
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, or you decide to provide care, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. Notify law enforcement?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# H1: Aircraft/Terrorism

KEY

This card for use when PSAP receives a call from a passenger or crew member on-board an airborne aircraft, reporting a hijacking or other violent terrorist event.

QUESTIONS

- **Caller** Information (*name and seat number*)
- **Flight** Information (*airline, flight no., departure and destination airports*)
- Caller's cell **phone** number
- Individual's **intentions** or intended **target** (*if known*)
- Is anyone **hurt** or **injured**?  
*Are you in a position to help with the person(s)?*
- (*If safe to do so, keep caller on the line*) Tell me **what happened**, **Stay Calm**
- Patch through to local Air Defense Sector if requested/needed
- **If a medical problem exist, jump to the appropriate card**

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DISPATCH

## WHEN TO CALL

1. Emergency call from an airborne aircraft
  2. Suspicious airborne object or aircraft
  3. Aircraft theft in progress or just occurred
- **Notify the local Air Defense Sector**

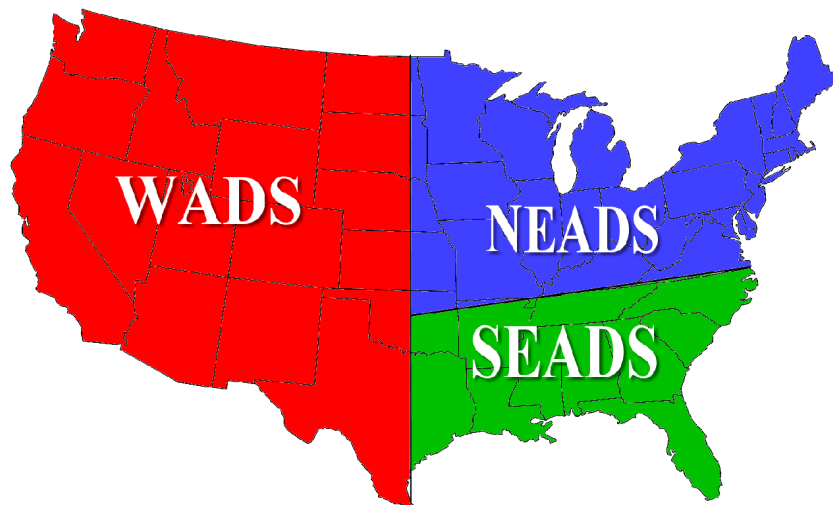
## WHEN NOT TO CALL

1. Complaints about sonic booms
  2. Aircraft noise complaints that are reported in the vicinity of airports
  3. Reporting a crop duster spraying an agricultural field
  4. Report of military aircraft flying in a typical military operations area
- **If In Doubt – CALL!**



# H1: Aircraft/Terrorism – Pre-Arrival Instructions

## Map of United States Air Defense Sectors



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## Local Air Defense Command Numbers

- South East Air Defense Sector *SEADS* (850) 283-5205/5207
- North East Air Defense Sector *NEADS* (315) 334-6311/6802
- Western Air Defense Sector *WADS* (253) 382-4310/4311
- Alaskan NORAD Region *ANR* (907) 552-6222/6293

**The numbers above should be verified before their use becomes necessary.  
These numbers can and do change**

## H2: CO/Inhalation/HazMat

### KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Do you know what the **source** of the **contamination** is?
4. Has the person been **removed** from the area or the source of the contamination?
5. Has a carbon monoxide (CO) detector **activated**?
6. (*If not CO*) What is the **name** of the contaminating agent?
7. Is more than one person effected?  
(*If yes*) How **many** persons?

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### CODE RED

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Difficulty swallowing
5. Ingestion of household cleaners, antifreeze, solvents, methanol, cyanide or insecticides
6. Multiple causality incident

### CODE YELLOW

1. Chemicals on person's skin or clothing with no critical symptoms
2. 3<sup>rd</sup> party caller, not with person

### DISPATCH

## H2: CO/Inhalation/HazMat – Pre-Arrival Instructions

1. Stay Safe – Prevent self contamination
2. *(If CO Detector activation)* Have everyone get out of the house/building
3. *(If chemical contamination and if possible)* Have person remove contaminated clothing and contact lenses
4. *(If chemical contamination )* If chemical is a powder, brush off. **Do Not Use Water**
5. *(If burns to eyes)* Flush chemicals from burns to eyes
6. *(If burned)* Placed burn area in cool water, not ice.
7. *(If known)* Get information on the chemical involved  
Material Safety Data Sheet (*MSDS*)
8. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)
3. Consider contacting Poison Control - 1-800-222-1222
4. Notify the Fire Department?
5. Has law enforcement been notified?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## H3: HazMat Incident Guidelines

### KEY QUESTIONS

1. Where **exactly** is the emergency?
2. *(If not obvious)* What is the direction of travel?
3. *(If applicable)* What is the **best access** route to the facility?
4. Are you in a **safe** location?
5. *If YES, continue questioning. If NO, advise caller to move to a safe location and call back*
6. What type of **hazard** is involved?
7. Are there any **injuries**? *If yes, jump to the appropriate trauma card*
8. Do you know the **name** and/or the **ID Number** of the material?  
Material Safety Data Sheet (*MSDS*)
9. Is the **material** currently a **solid, liquid or gas**?

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### Medical Dispatch

1. Refer to the appropriate traumatic injury card

### HazMat Agency Dispatch

1. Notify all appropriate/applicable local/county/state agencies

### DISPATCH

## H3: HazMat Incident Guidelines – Pre-Arrival Instructions

1. **If you are not in a safe location, leave the area immediately and call back when you are safe**
2. If possible, gather any available information on the material(s) involved  
Material Safety Data Sheet (MSDS)
3. Deny entry to the affected area. If it is safe to do so, secure the premises. Isolate the area
4. If it is safe to do so, isolate or remove the injured from the scene

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### Prompts

### Dispatcher Short Report

1. Amount of material spilled or released
2. Size/Type of container
3. Is release (*use as many as apply*)  
Continuous  
Intermittent  
Contained  
Entering a waterway  
Entering a storm water drain or sewer  
Other: \_\_\_\_\_
4. Have personnel been evacuated from the area?
5. Are there any emergency responders or HazMat personnel on the scene?  
(If Yes) Who are they?
6. Is chemical information available to the responders?  
(If Yes) Please have it ready for the emergency responders
7. Can you tell what the wind direction is?

1. Specific location
2. Access route
3. Type of HazMat incident
4. Number and nature of injuries, if any
5. Release type
6. Wind direction/weather information
7. Other Agencies responding

## H4: Helicopter Guidelines

**Air transportation should be considered when emergency personnel have evaluated the individual circumstances and found any of the following present.**

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- The time needed to transport a person by ground to an appropriate facility poses a threat to the person's survival and recovery
- Weather, road and traffic conditions would seriously delay the person's access to Advanced Life Support
- Critical care personnel and equipment are needed to adequately care for the person during transport
- Falls of 20 feet or more
- Motor Vehicle Collisions (MVC) of 20 mph or more without restraints or rollover
- Rearward displacement of front of car by 20 inches
- Rearward displacement of front axle
- Passenger compartment intrusion
- Ejection of person from the vehicle
- Deformity of a contact point (steering wheel, windshield, dashboard)
- Death of occupant in the same vehicle
- Pedestrian struck at 20 mph or greater

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- Unconscious or decreasing level of consciousness
- Systolic blood pressure less than 90 mmHg
- Respiratory rate less than 10 per minute or greater than 30 per minute
- Glasgow Coma Score less than 10
- Compromised airway
- Penetrating injury to the chest, abdomen, head, neck or groin
- Two or more long bone fractures
- Flail chest
- Amputation of an extremity
- Paralysis or spinal cord injury
- Severe burns

## H4: Helicopter Guidelines – Landing Zone Instructions

1. Where is the landing zone to be located?
2. What is the general description of the landing zone?
3. What is the approximate size of the landing zone?
4. *(If not obvious)* What is the topography of the landing zone?
5. What obstacles will the aircraft encounter on landing/take-off
6. What direction is the wind at the landing zone?
7. How is the landing zone going to be marked?
8. What is the ideal approach to the landing zone?
9. *(If not obvious)* What is the location of the landing zone in reference to the incident?

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### Call Taker Prompts

1. Local Air Medical Transport      \_\_\_\_ - \_\_\_\_ - \_\_\_\_
2. Local Air Medical Transport      \_\_\_\_ - \_\_\_\_ - \_\_\_\_
3. Local Air Medical Transport      \_\_\_\_ - \_\_\_\_ - \_\_\_\_
4. Notify Fire/Rescue and Law Enforcement for Landing Site?
5. (If HazMat) Landing Zone is one mile from explosives, poisonous gases or chemicals in danger of exploding

### Dispatcher Short Report

1. Ground contact
2. Specific location
3. Description & Size
4. Obstacles
5. Wind direction
6. Landing zone markings
7. Best approach
8. Location of LZ in reference to the incident
9. Any other pertinent information

# H5: Industrial Accidents

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1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Are there any obvious **injuries**?  
(If yes) What are they?
4. (If amputation) What **part** of the body has been **amputated**?  
*Do you have the amputated parts?*
5. Is the person able to **move** their fingers and toes? (*Do not have them move any other body part*)
6. Is the person **bleeding**?  
(If yes) From where? How much? How long? Can it be controlled with pressure?

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## CODE YELLOW

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1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Crushing or penetrating injury to head, neck, torso or thigh
5. Person trapped
6. Amputation other than finger or toes
7. Person paralyzed
8. Uncontrolled bleeding
9. Multiple fractures
10. Femur (thigh) fracture.

1. Amputation/entrapment of fingers/toes
2. Neck and/or back pain without critical symptoms
3. Bleeding that has been controlled
4. Cuts, bumps or bruises
5. Person assist only
6. Involved in accident with no complaints



## H5: Industrial Accidents – Pre-Arrival Instructions

1. *(If safe to do so)* Turn off any machinery involved *(Attempt to locate maintenance person)*
2. *(If no life threaten hazards present)* Do not move the person
3. Advise the person not to move
4. *(If person is in a confined space)* **Do Not Enter the Area** to tend to the person
5. Cover the person with a blanket and keep them calm
6. Locate any amputated part and place in clean plastic bag, not ice. If teeth, place them in milk
7. Gather any of the person's medications for the paramedics
8. Lock away any pets
9. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/ Airway Control card](#)
3. If bleeding, [go to the I11Bleeding Instructions card](#)

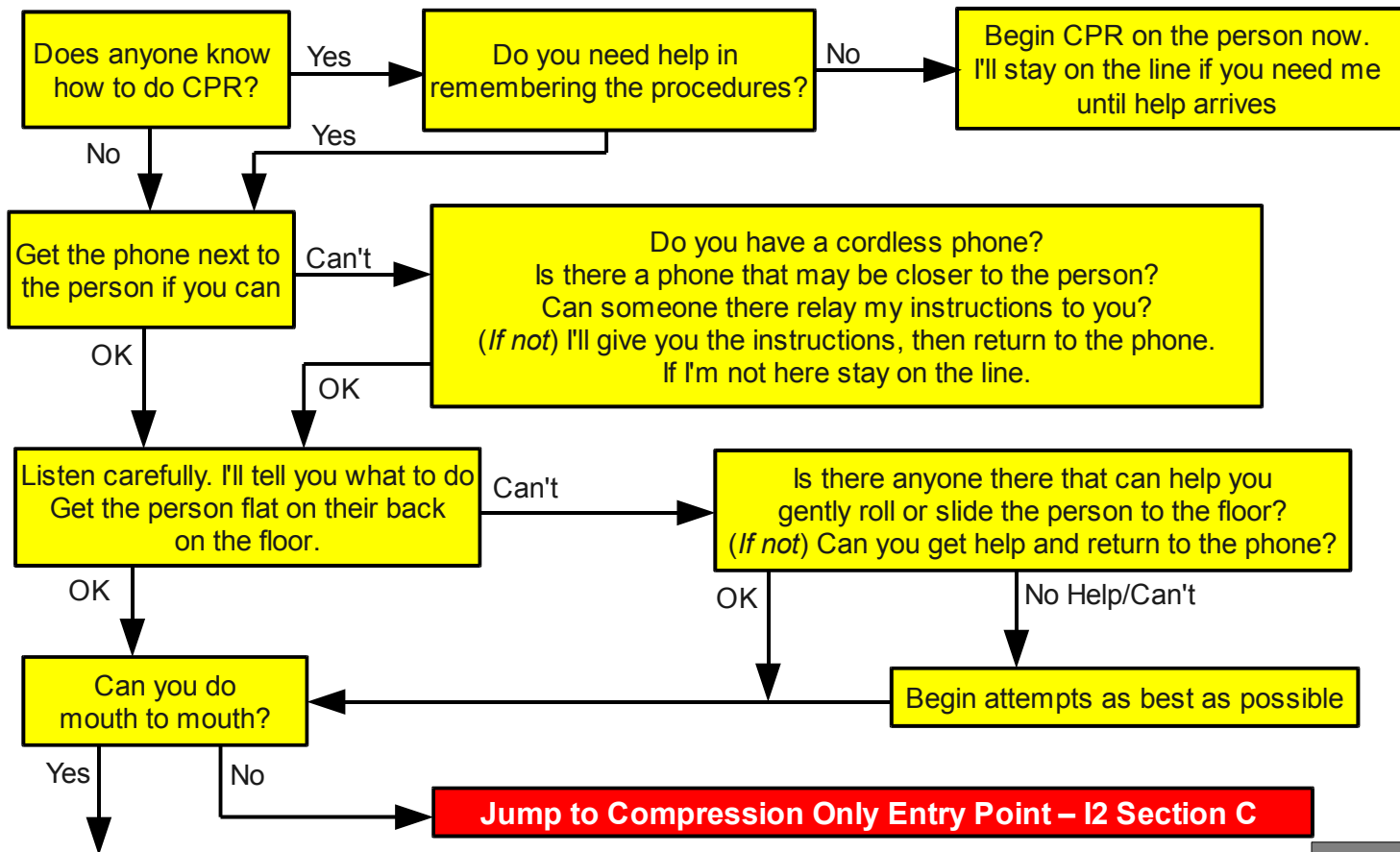
### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# I1: Automated External Defibrillator Instructions

<b>1.</b> <b>If the person is not at least one year of age, <a href="#">jump to Section I4: Infant CPR Instructions</a></b>	<b>2.</b> Remove everything from the person's chest	<b>3.</b> Place defibrillator next to the person's left side	<b>4.</b> Open cover & turn on defibrillator	<b>5.</b> Open the pad package and place pads on the person as pictured on the pads ( <i>If child, make sure you are using pediatric pads</i> )
<b>6.</b> Make sure the pad cords are attached to the machine	<b>7.</b> Follow the machine voice prompt next	<b>8.</b> Wait for the machine to analyze ( <i>push analyze button if present</i> )	<b>9.</b> <b>Do Not Touch The Person</b>	<b>10.</b> <b><i>If the machine says to shock the person, make sure no one is touching the person, then press the shock button</i></b>
<b>11.</b> Follow the machine voice prompt	<b>12.</b> If the machine says "No Shock Indicated" continue doing CPR  <a href="#">Adult CPR Instructions</a>  <a href="#">Child CPR Instructions</a>	<b>13.</b> <b><i>If the machine says to shock the person, make sure no one is touching the person, then press the shock button</i></b>	<b>14.</b> Continue following the voice prompts until help arrives	<div>Index</div>

## I2: Adult CPR Instructions – Section A



## I2: Adult CPR Instructions – Section B

Bare the chest. Kneel at the person's side  
Pinch the nose shut with one hand. With your other hand lift the chin  
Completely cover their mouth with your mouth  
Give two breaths of air into the person's lungs – just like blowing up a balloon  
Make sure the chest gently rises

Remember, place the person flat on their back. Bare the chest. Pinch the nose shut  
With your other hand lift the chin so the head bends back  
Give two breaths of air then come back to the phone  
If I'm not here stay on the line

OK

Patient Vomited

Hysterical

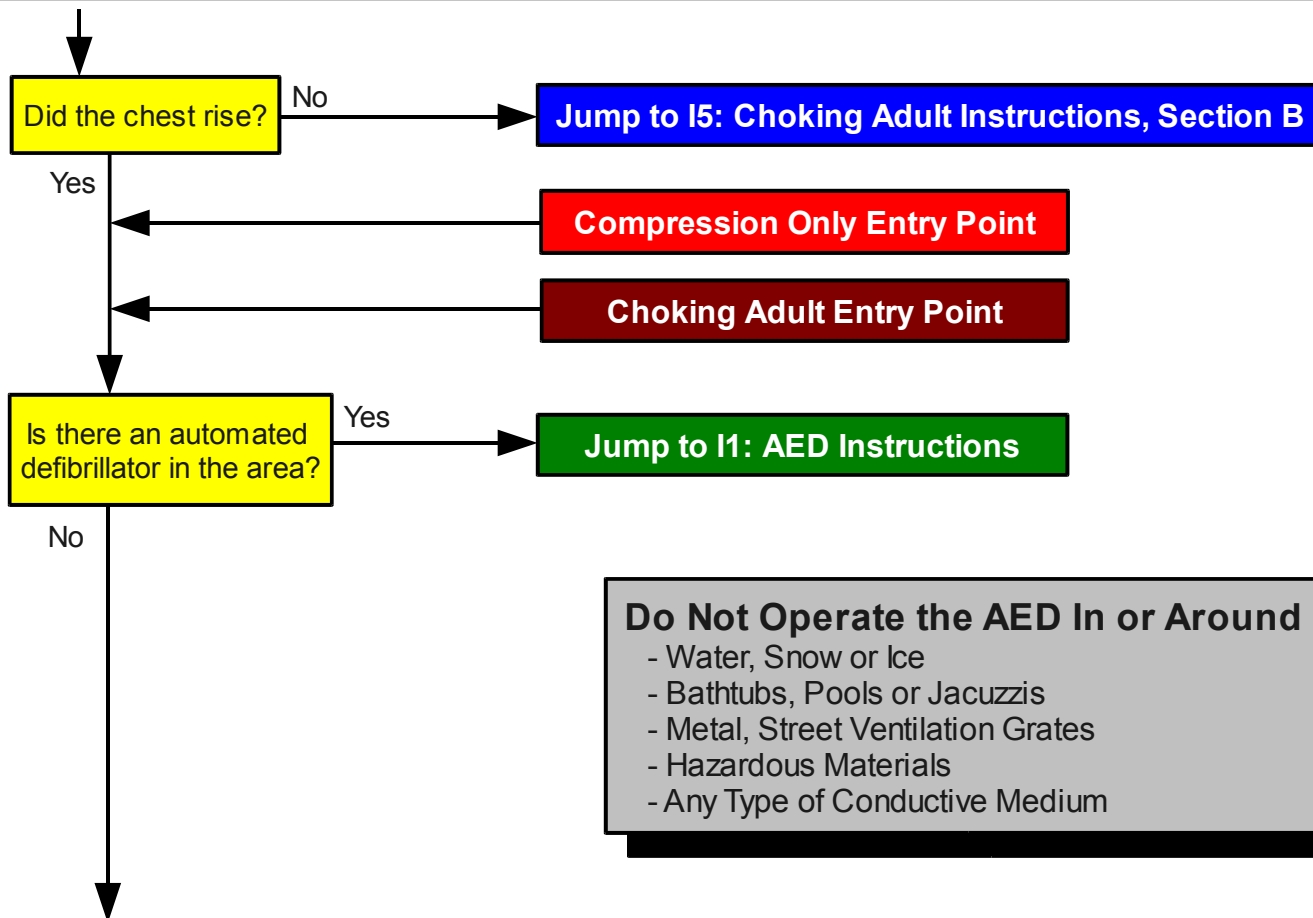
Stoma

Turn his/her head to the side  
Sweep it all out with your fingers  
before you start mouth-to-mouth

You're going to have to calm  
down to be able to help

Keep the person's head straight  
Completely cover the stoma with your mouth  
Cover the person's mouth and nose with your hand  
Give two breaths of air into the patient's lungs  
Make sure the chest gently rises

## I2: Adult CPR Instructions – Section C



### Do Not Operate the AED In or Around

- Water, Snow or Ice
- Bathtubs, Pools or Jacuzzis
- Metal, Street Ventilation Grates
- Hazardous Materials
- Any Type of Conductive Medium

## I2: Adult CPR Instructions – Section D

Listen carefully. I'll tell you what to do next.

Put the heel of your hand on the center of their chest, right between the the nipples

Put your other hand on top of that hand

Push down on the heels of your hands, 1½ to 2-inches

Do it 30 times, push hard and fast

*If not performing mouth to mouth breathing, advise the caller to pump the chest 200 times then come back to the phone*

*(If willing to perform mouth to mouth breathing)*

Pinch the nose shut and lift the chin so the head bends back

Give two more breaths then pump the chest 30 times

Keep doing it; pump the chest 30 times, then give two breaths

Keep doing it until help arrives and can take over

I'll stay on the line with you until they get there

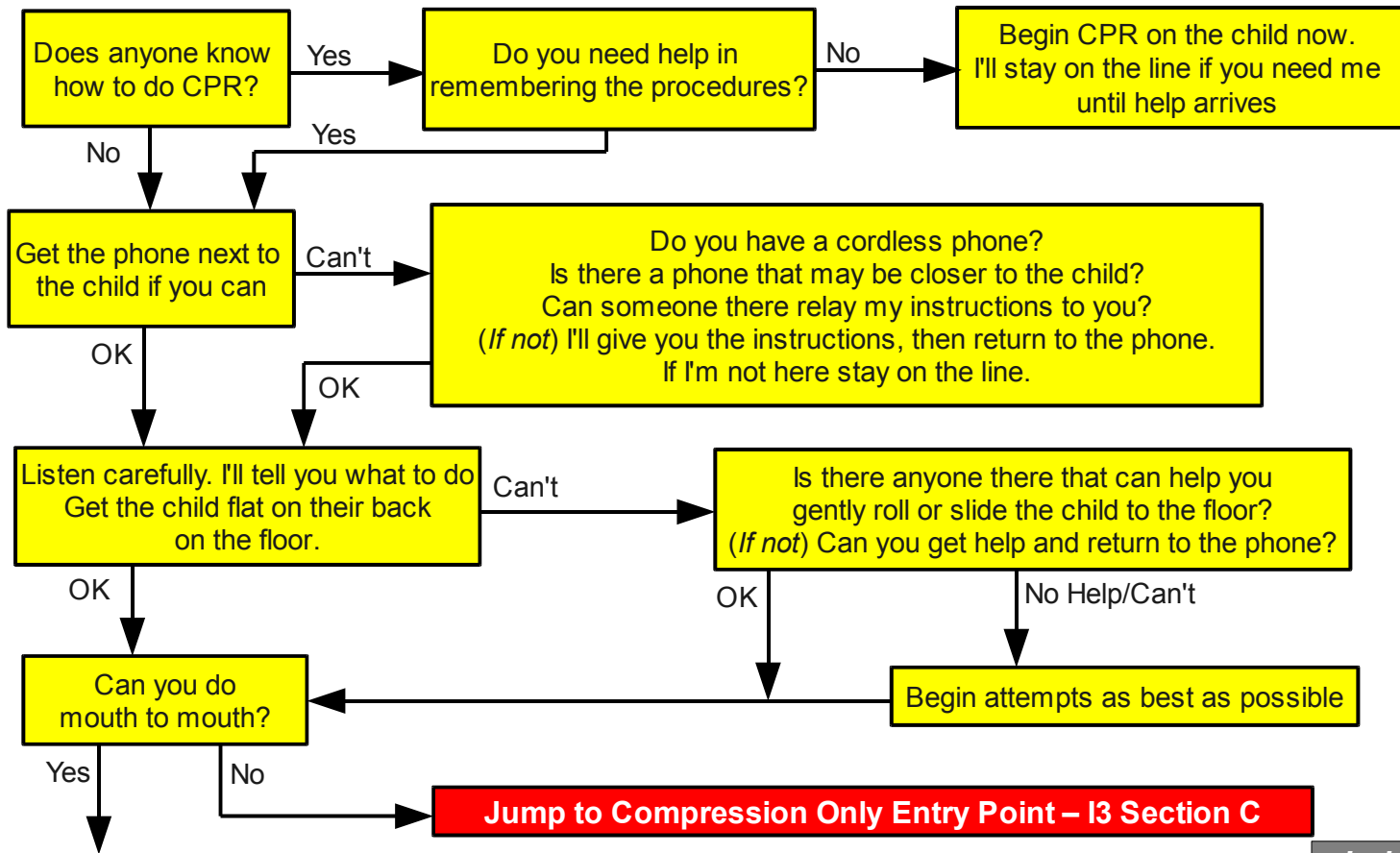
OK

Continue to assist until help arrives

Hysterical

You're going to have to calm down to be able to help

## I3: Child (1-8 years) CPR Instructions – Section A



## I3: Child (1-8 years) CPR Instructions – Section B

Bare the chest. Kneel at the child's side  
Pinch the nose shut with one hand. With your other hand lift the chin  
Completely cover the child's mouth with your mouth  
Give two breaths of air into the child's lungs – just like blowing up a balloon  
Make sure the chest gently rises, don't blow too hard

Remember, place the child flat on their back. Bare the chest. Pinch the nose shut  
With your other hand lift the chin so the head bends back  
Give two breaths of air then come back to the phone  
If I'm not here stay on the line

OK

Patient Vomited

Hysterical

Stoma

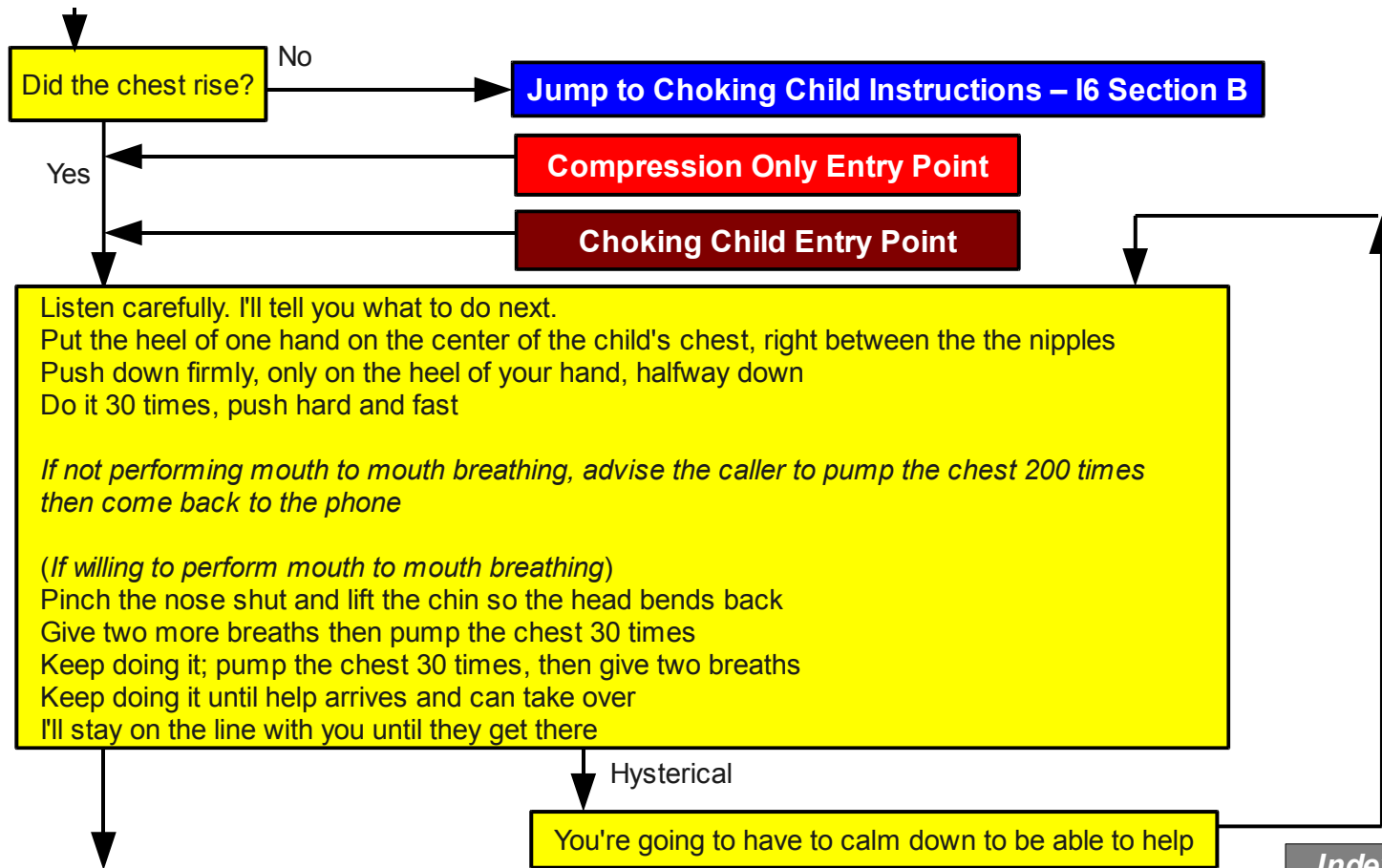
Turn the child's head to the side  
Sweep it all out with your fingers  
before you start mouth-to-mouth

You're going to have to calm  
down to be able to help

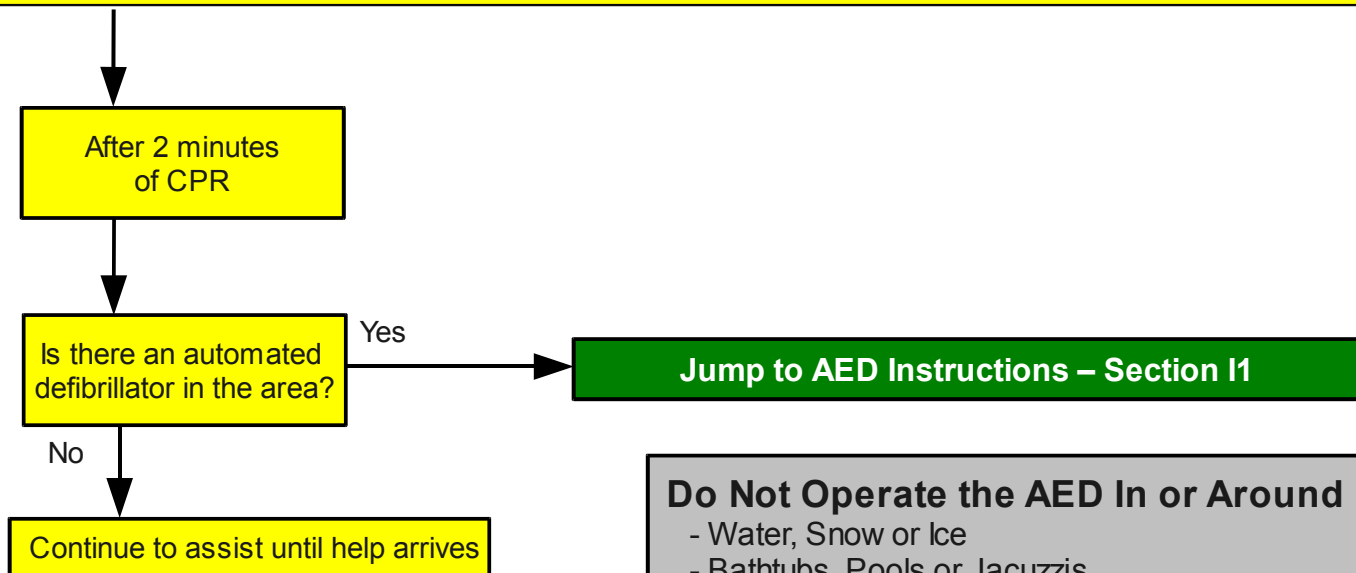
Keep the child's head straight  
Completely cover the stoma with your mouth  
Cover the child's mouth and nose with your hand  
Give two breaths of air into the child's lungs  
Make sure the chest gently rises



## I3: Child (1-8 years) CPR Instructions – Section C



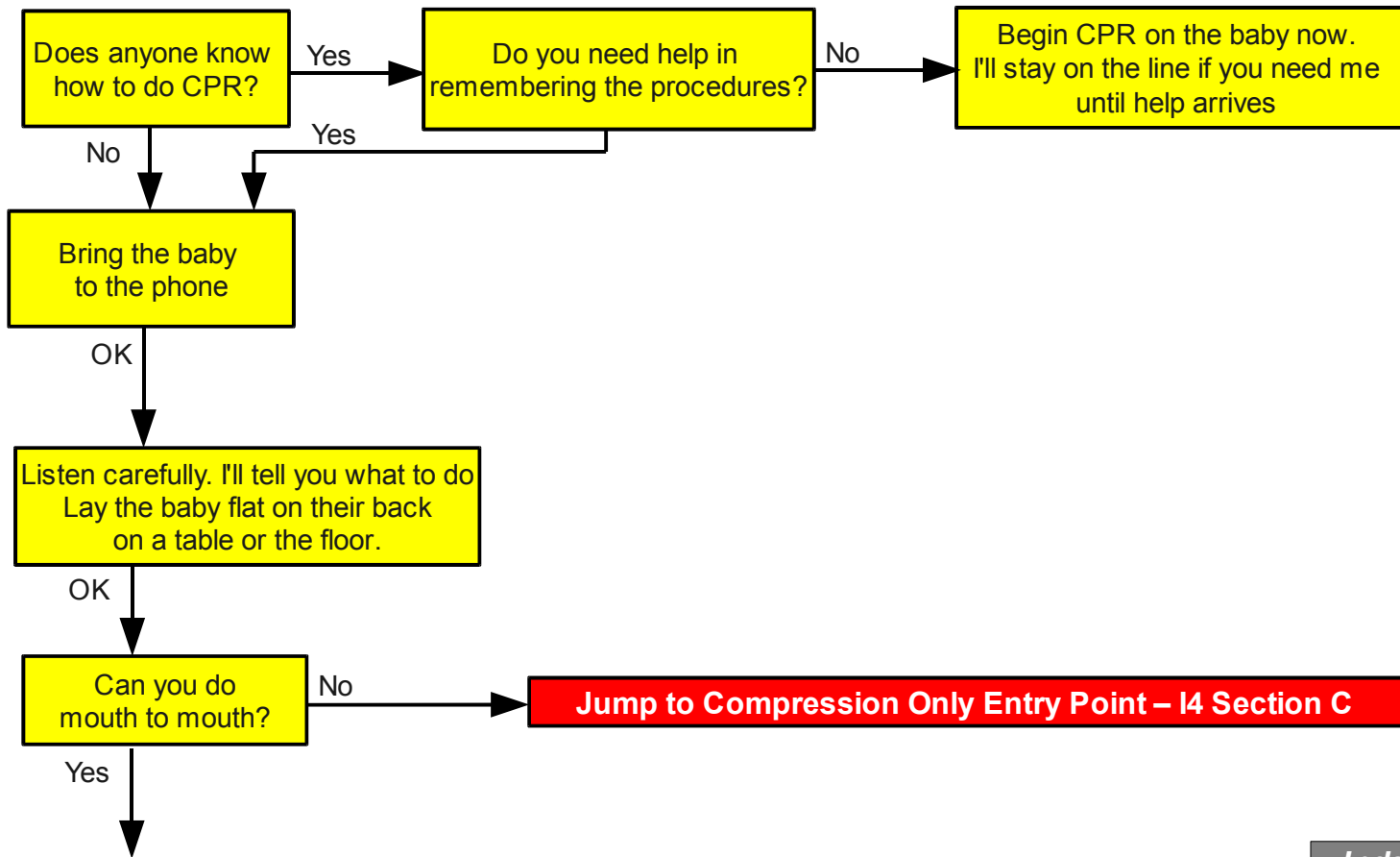
## I3: Child (1-8 years) CPR Instructions – Section D



### Do Not Operate the AED In or Around

- Water, Snow or Ice
- Bathtubs, Pools or Jacuzzis
- Metal, Street Ventilation Grates
- Hazardous Materials
- Any Type of Conductive Medium

## I4: Infant (0-1 years) CPR Instructions – Section A



## I4: Infant (0-1 years) CPR Instructions – Section B

Bare the baby's chest.  
Tilt the head back slightly by lifting the chin  
Completely cover the baby's mouth and nose with your mouth  
Give two small puffs of air slowly into the baby's lungs  
Make sure the chest gently rises  
Give two puffs of air then come back to the phone  
If I'm not here stay on the line

OK

Patient Vomited

Hysterical

Stoma

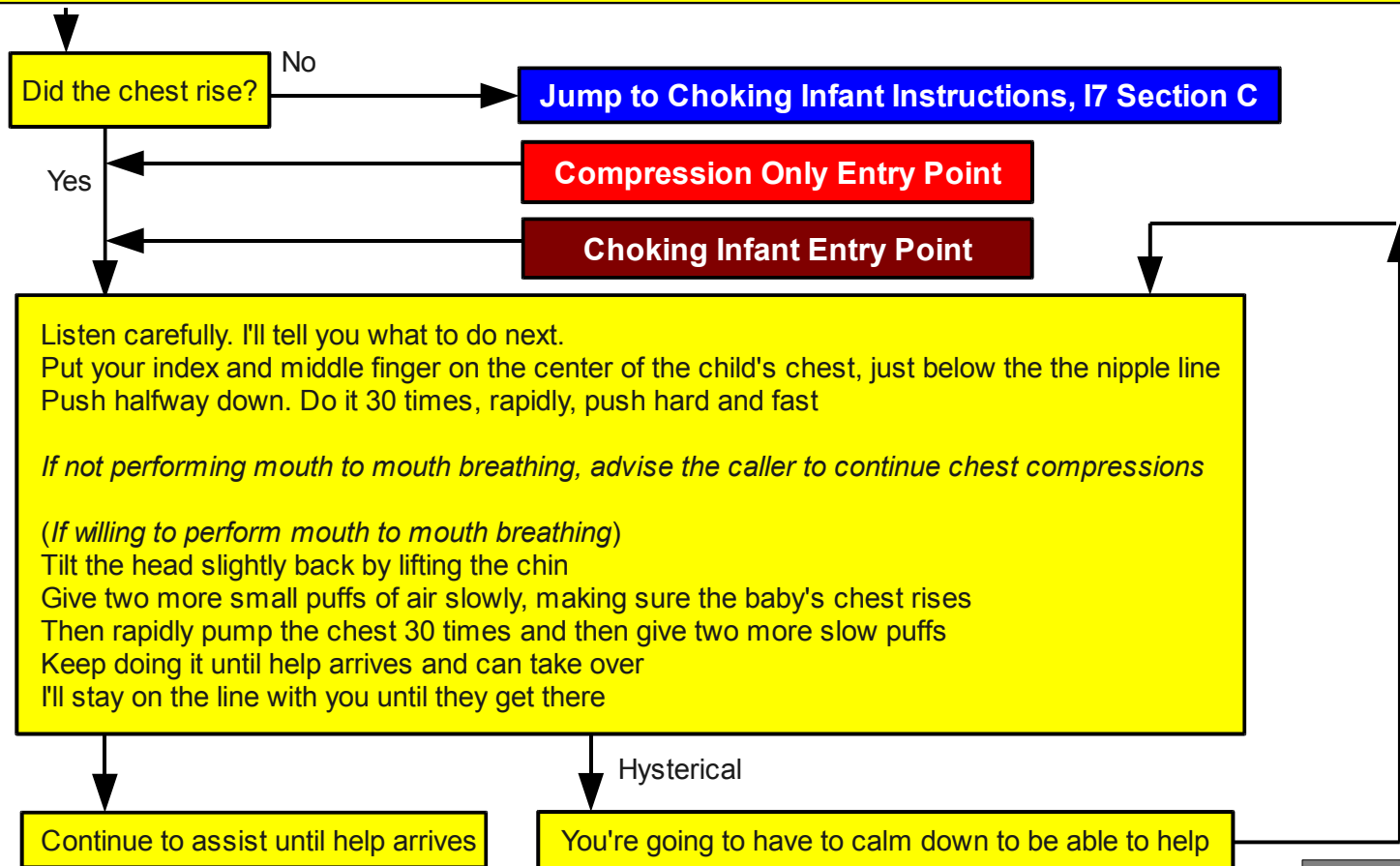
Turn his/her head to the side  
Sweep it all out with your fingers  
before you start mouth-to-mouth

Keep the baby's head straight  
Completely cover the stoma with your mouth  
Cover the baby's mouth and nose with your hand  
Give two small puffs of air into the baby's lungs  
Make sure the chest gently rises

You're going to have to calm down to be able to help

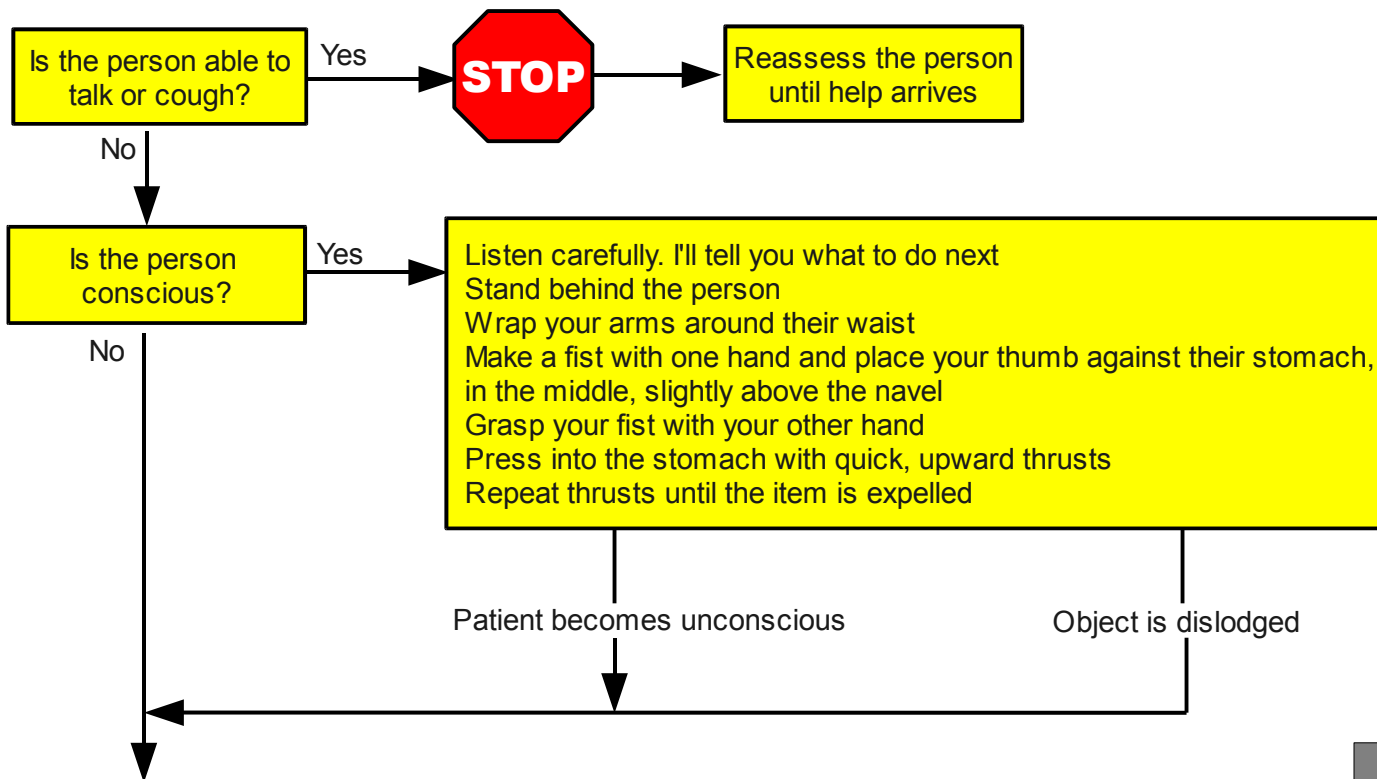
*Index*

## I4: Infant (0-1 years) CPR Instructions – Section C

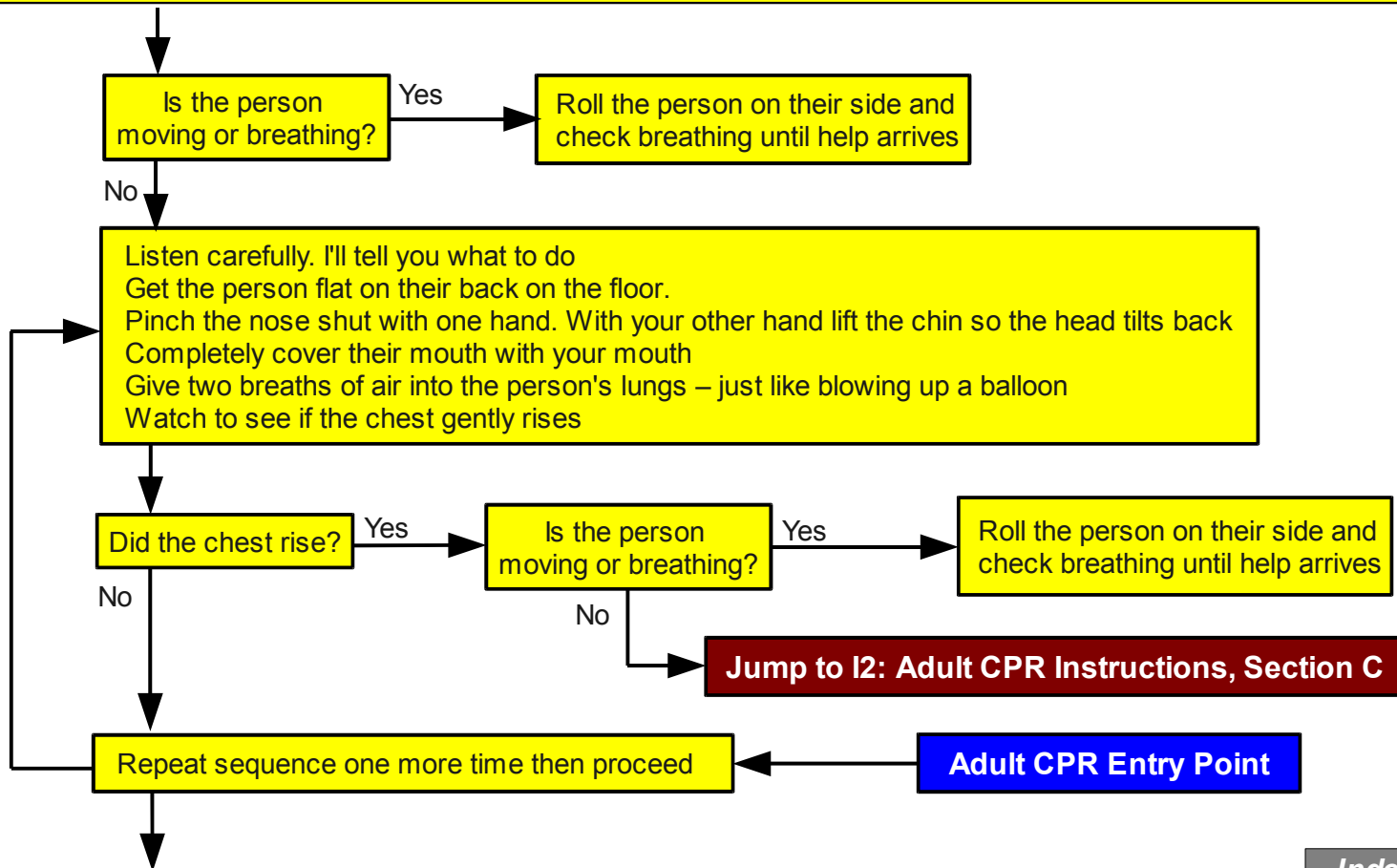


## I5: Choking Adult Instructions – Section A

*If the event is not witnessed and patient is unconscious, [Jump to Section I2: Adult CPR](#)*



## I5: Choking Adult Instructions – Section B



## I5: Choking Adult Instructions – Section C

Listen carefully. I'll tell you what to do next.

Put the heel of your hand on the center of their chest, right between the the nipples

Put your other hand on top of that hand

Push down on the heels of your hands, 1½ to 2-inches

Do it 30 times, push hard and fast

Pinch the nose shut and lift the chin so the head bends back

Open the mouth. If you see something, try to sweep it out. Don't push the object backwards.

Give two more breaths then pump the chest 30 times

Keep doing it; pump the chest 30 times, then give two breaths

Open the mouth. If you see something, try to sweep it out. Don't push the object backwards.

Is the person  
moving or breathing?

Yes

Roll the person on their side and  
check breathing until help arrives

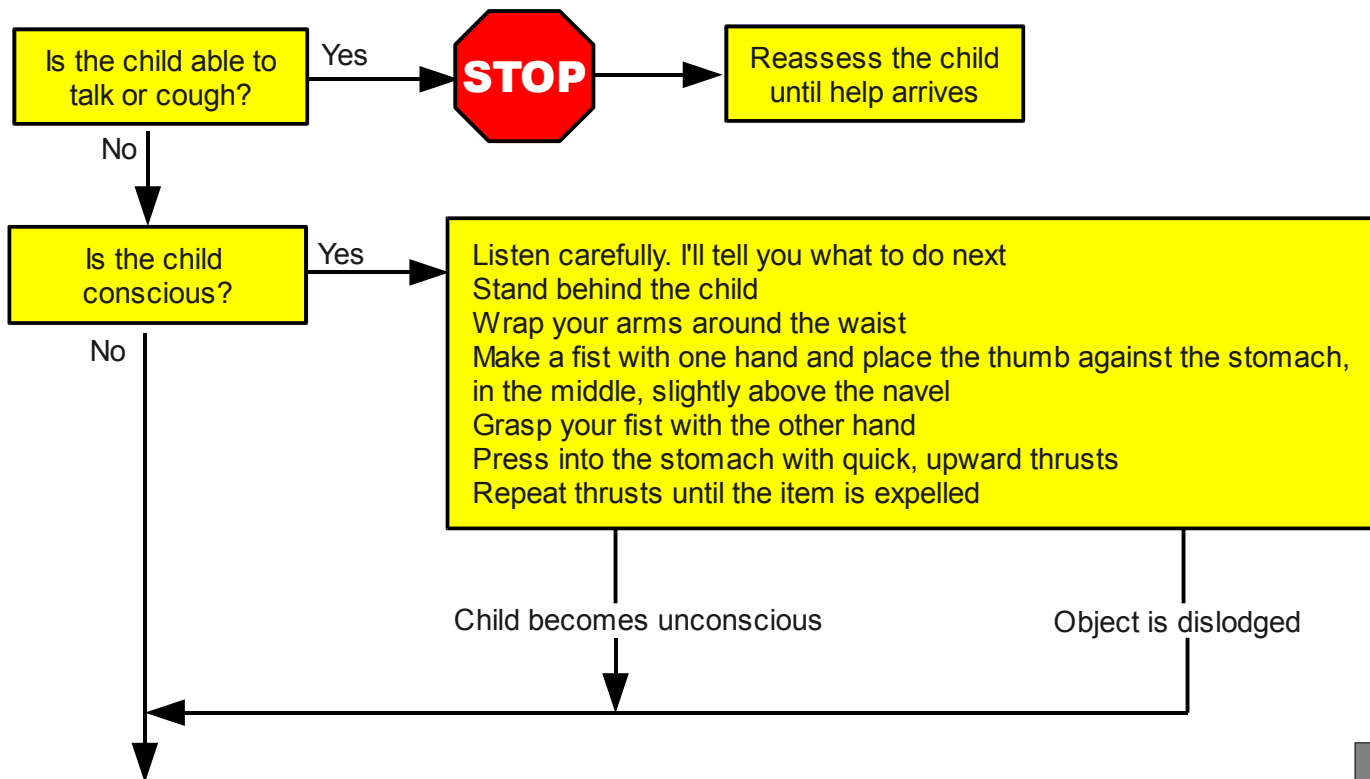
No

**Jump to I2: Adult CPR Instructions, Section C**

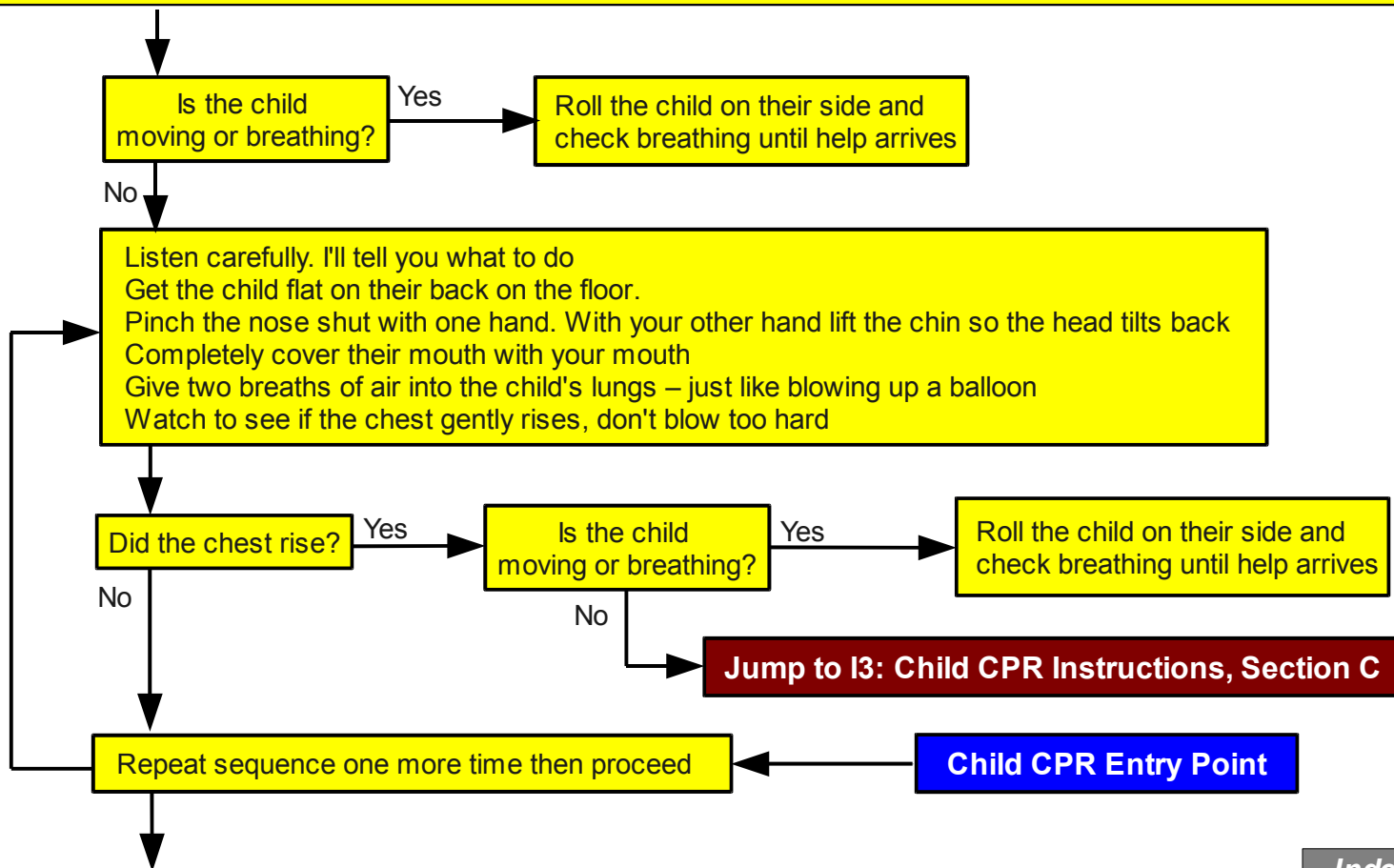


## I6: Choking Child (1-8 years) Instructions – Section A

*If the event is not witnessed and patient is unconscious, [Jump to Section I3: Child CPR](#)*



## I6: Choking Child (1-8 years) Instructions – Section B



## I6: Choking Child (1-8 years) Instructions – Section C

Listen carefully. I'll tell you what to do next.

Put the heel of one hand on the center of the child's chest, right between the the nipples

Push down firmly, only on the heel of your hand, halfway down

Do it 30 times, push hard and fast

Pinch the nose shut and lift the chin so the head bends back

Open the mouth. If you see something, try to sweep it out. Don't push the object backwards.

Give two more breaths then pump the chest 30 times

Keep doing it; pump the chest 30 times.

Open the mouth. If you see something, try to sweep it out. Don't push the object backwards.

I'll stay on the line.

After 2 minutes of CPR

Is the child  
moving or breathing?

Yes

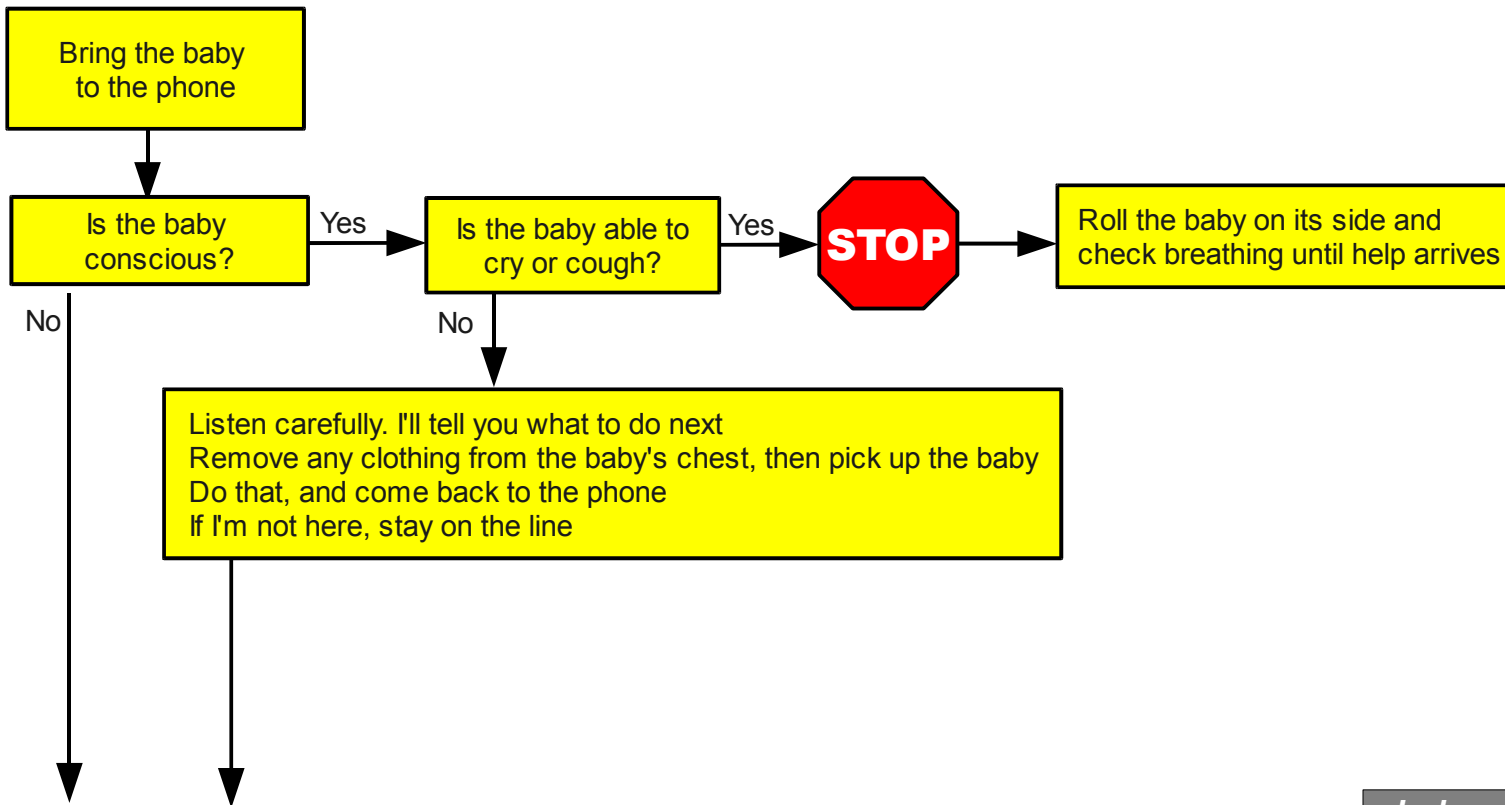
Roll the child on their side and  
check breathing until help arrives

No

**Jump to I3: Child CPR Instructions, Section C**

## I7: Choking Infant (0-1 years) Instructions – Section A

*If the event is not witnessed and patient is unconscious, [Jump to Section I4: Infant CPR](#)*



## I7: Choking Infant (0-1 years) Instructions – Section B

Turn the baby face down so it lies along your forearm; Support the baby's jaw in your hand  
Lower your arm onto your thigh so that the baby's head is lower than its chest  
Use the heel of your other hand to strike the back 5-times firmly, right between the shoulder blades  
Do that and come back to the phone

Sandwich the baby between your forearms, support the head and then turn the baby onto its back  
Put your index and middle finger on the center of the child's chest, just below the the nipple line  
Push halfway down. Do it 5 times (1-2-3-4-5).  
Do that and come back to the phone

Baby becomes unconscious

Object is dislodged

Still conscious & choking,  
repeat sequence

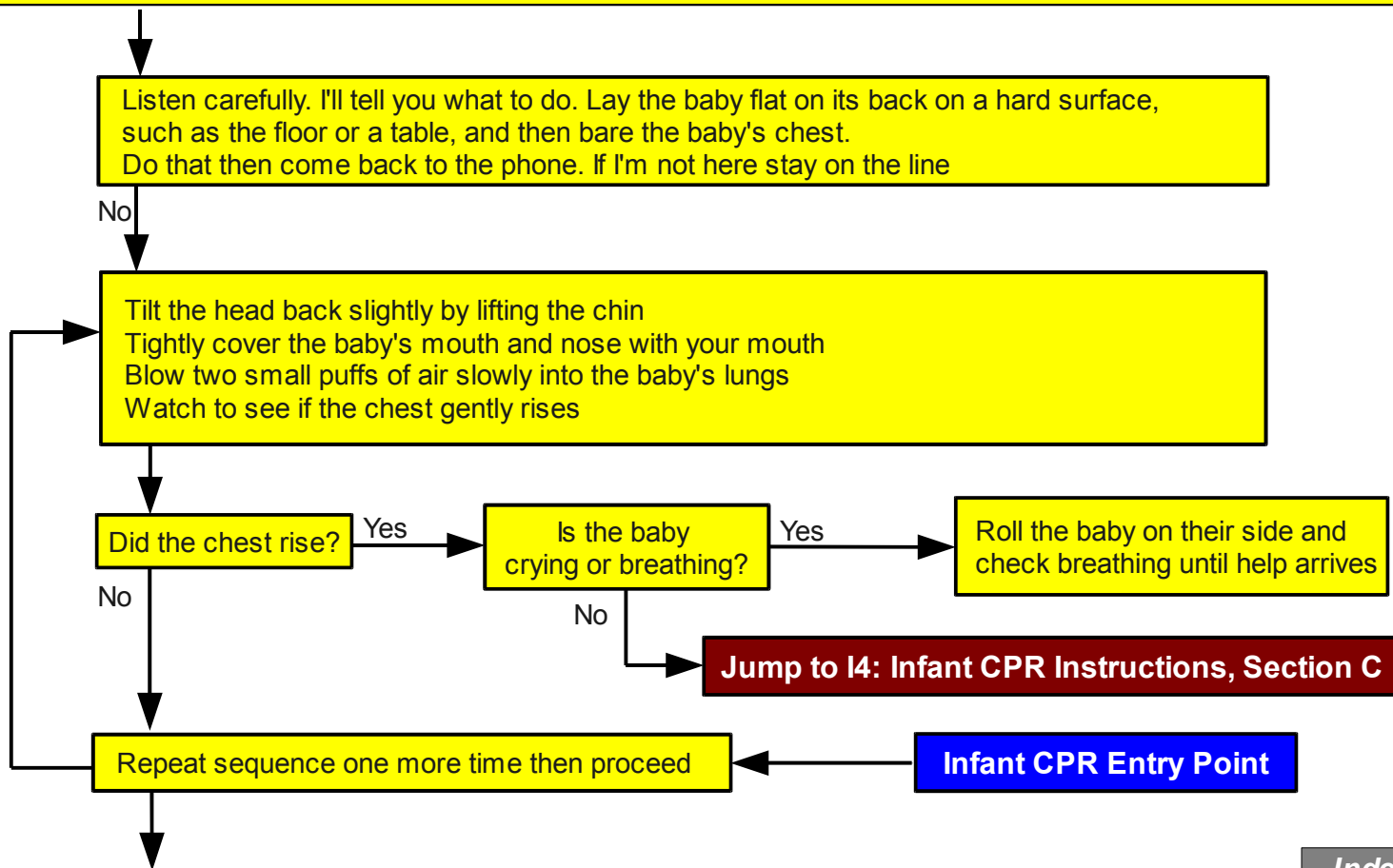
Is the baby  
crying or breathing?

Yes

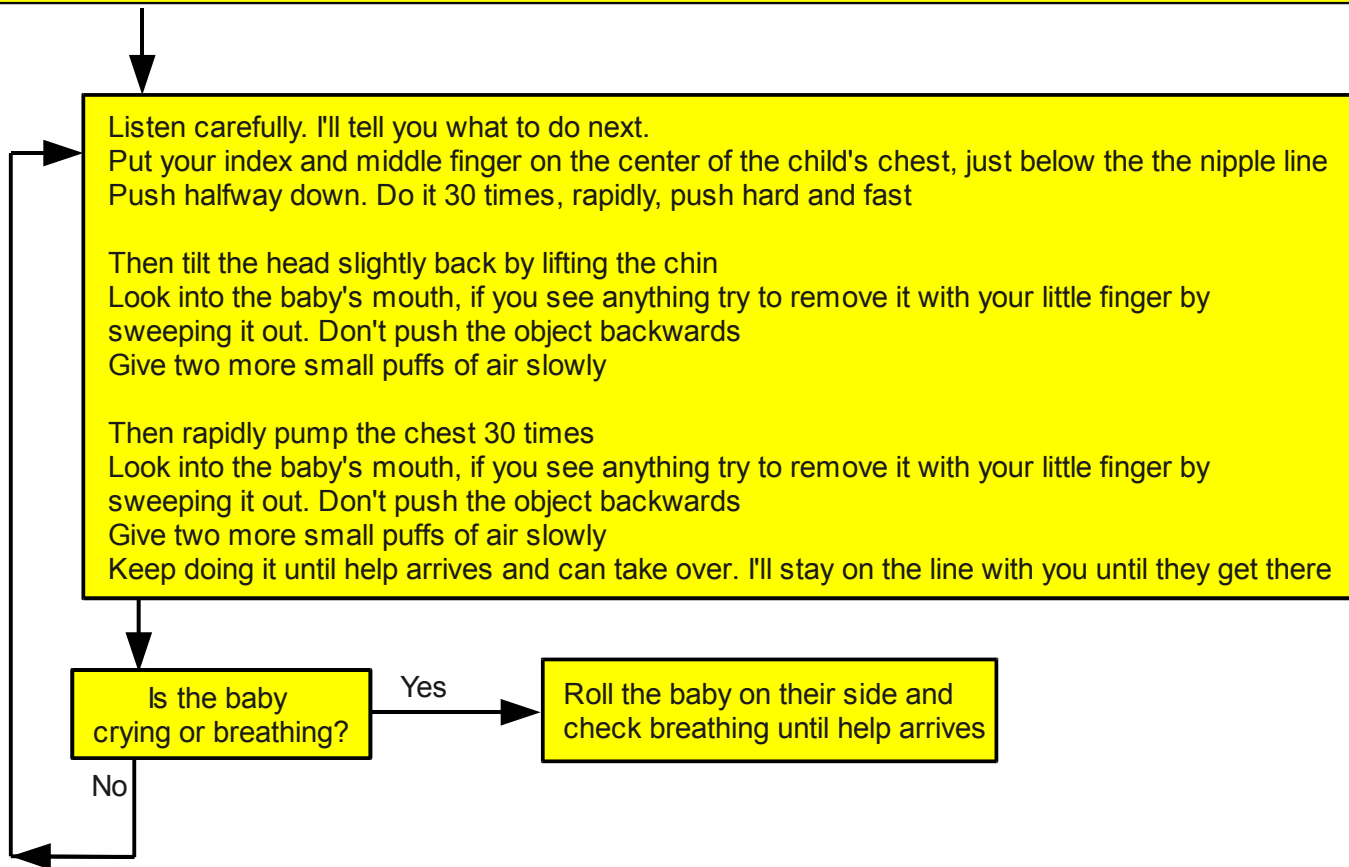
Roll the baby on its side and  
check breathing until help arrives

No

## I7: Choking Infant (0-1 years) Instructions – Section C

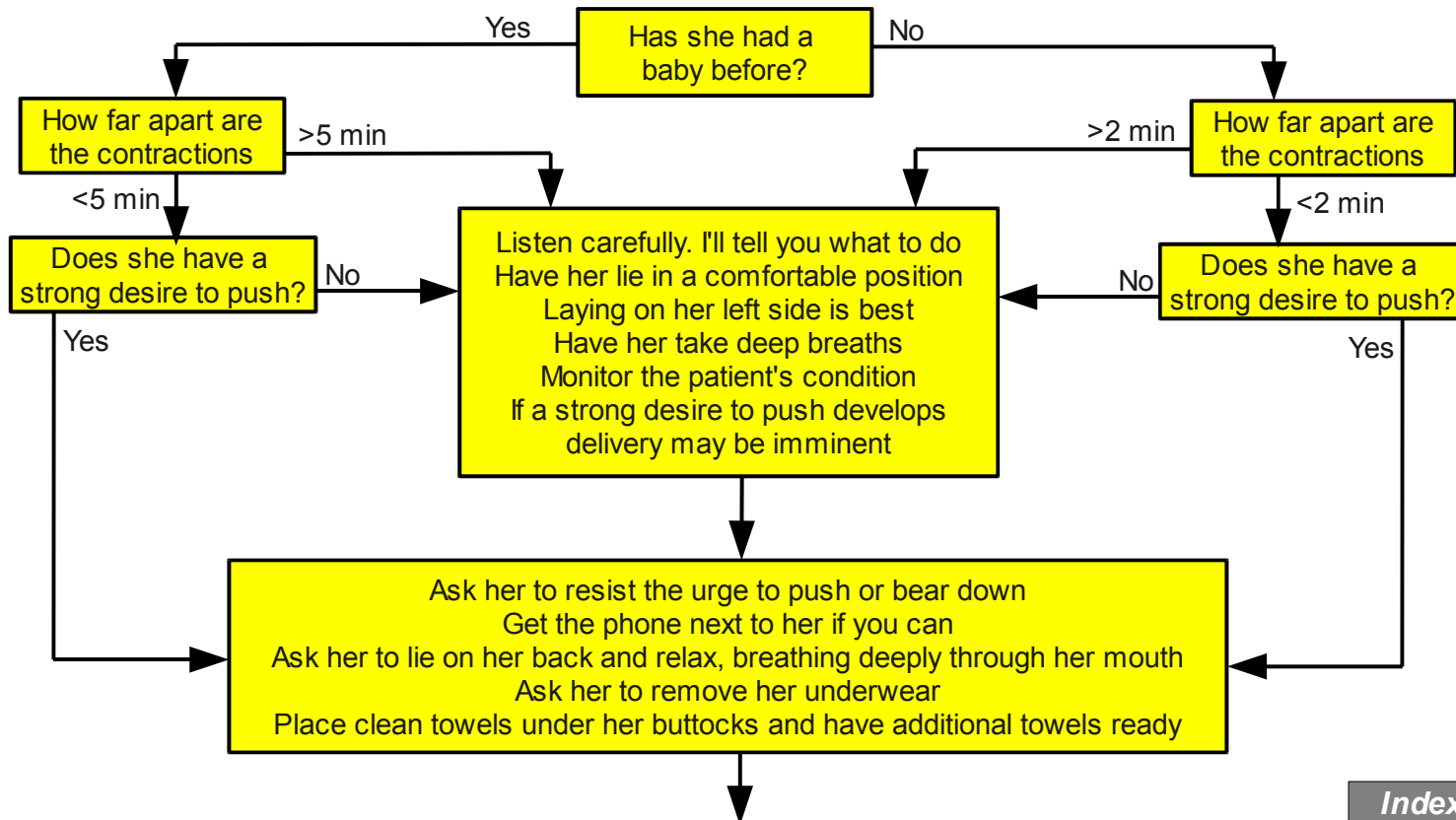


## I7: Choking Infant (0-1 years) Instructions – Section D



## I8: Childbirth – Section A

***Do Not Allow the Patient to Use the Toilet!***





## I8: Childbirth – Section B



### ***If she starts to deliver (water broken, bloody discharge, baby's head appears)***

The baby's head should appear first. Cradle it and the rest of the baby as it is delivered

#### **Do Not Push or Pull on the baby**

There will be water and blood with the delivery. This is normal

When the baby is delivered, clean out its mouth and nose with a clean, dry cloth

#### **Do not attempt to cut or pull the cord**

Wrap the baby in a dry blanket, a towel, or whatever is handy, and place it between the mother's legs on the floor

Massage the mother's lower abdomen very gently

If the baby does not start breathing on its own, rub its back or gently slap the soles of its feet

If the baby doesn't begin breathing immediately, come back to the phone

Complications with delivery



Baby delivered and breathing



Baby delivered and Not Breathing



**Jump to I7: Choking Infant**

### ***When the placenta (tissue on the other side of the umbilical cord) is delivered***

Wrap it. This delivery may take place as long as twenty minutes after the baby

Keep the placenta level or slightly above the baby

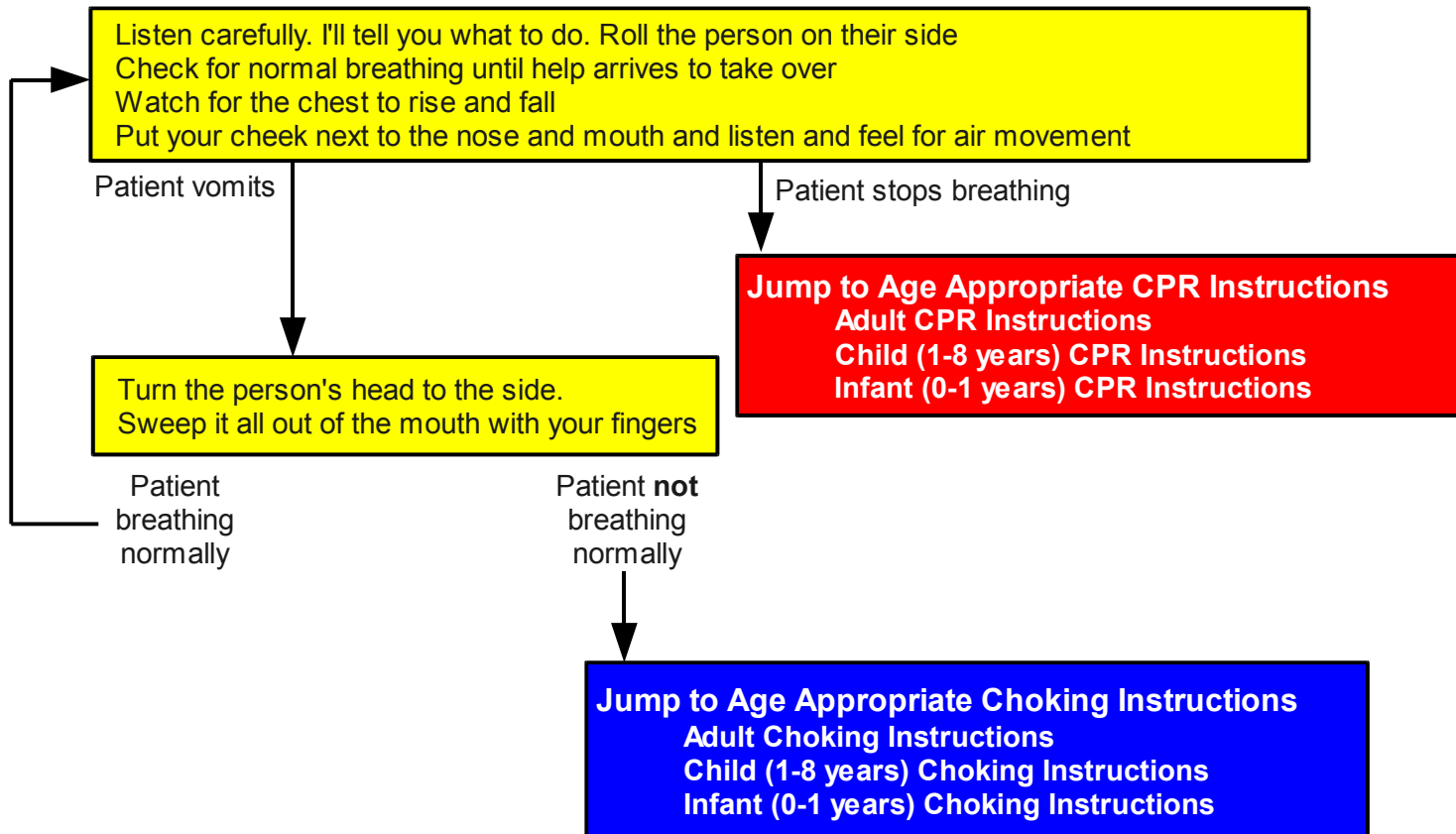
### ***If there are complications (leg, arm buttocks or umbilical cord presentation)***

Reassure the mother. Tell her you have dispatched help.

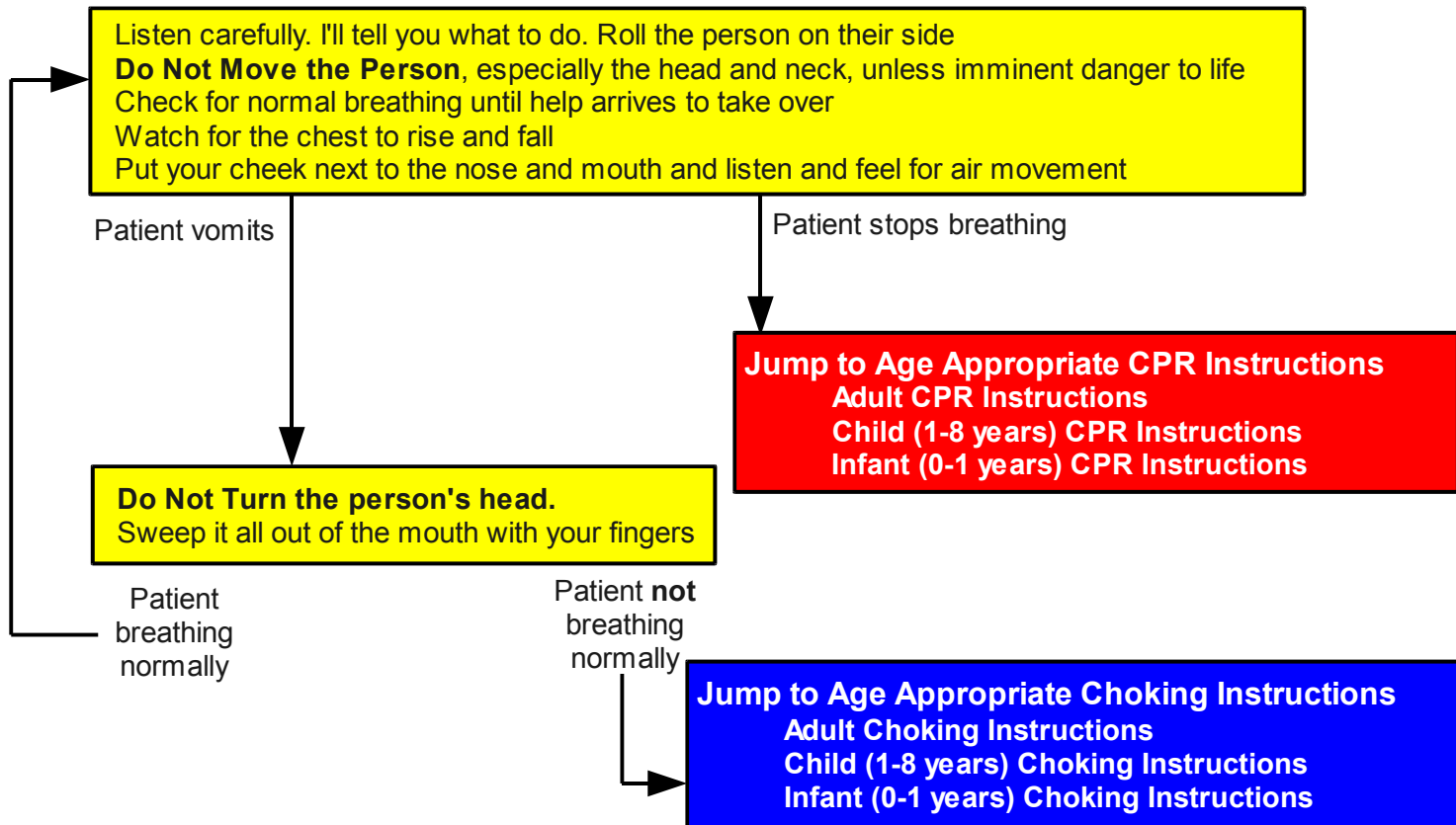
Ask her to remain on her back with her knees bent

Ask her to relax and breathe through her mouth. Tell her not to push

## I9: Medical Airway Control – Section A



## I10: Traumatic Airway Control – Section A



# I11: Bleeding Control Instructions

## If the Person has a Laceration, Puncture Wound or Other Active External Bleeding

<b>1.</b> Use a clean cloth or the person's own hand, cover and apply pressure directly over the wound	<b>2.</b> If the cloth becomes soaked, do not remove it, but add to what is already there	<b>3.</b> Keep the person warm and calm	<b>4.</b> Do not allow or give the person any food or drink	
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## If the Person has a Nose Bleed

<b>1.</b> Tell the person to apply direct pressure by pinching the nose tightly between two fingers	<b>2.</b> Sit forward and hold it until help arrives	<b>3.</b> Attempt to spit out any blood. Swallowing may make the person vomit	<b>4.</b> Advise the person not to move.	
--	---	--	---	--

# M1: Abdominal Pain

## KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Does the person have **chest pain** also? ([\*Consider Jump to the M5 - Chest Pain Card\*](#))
4. Is the pain due to an **injury**? ([\*Consider jump to T9 – Traumatic Injury Card\*](#))
5. Has the person **vomited**? (*If yes*) What does the vomit look like?
6. Are the person's **bowel movements** different than normal? (*If yes*) How would you describe them?
7. Is the pain **above** or **below** the belly button?
8. (*If female age 12-50*) Could she be **pregnant**?
9. Has the person felt **dizzy**?
10. (*If female*) Has there been any **vaginal bleeding**?
11. How does the person act when they **sit up**?
12. Does the person have any other **medical** or **surgical history**?
13. Does the person have a **Medic Alert tag**? (*If yes*) What does it say?

Index

### CODE RED

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Vomiting blood
5. Black tarry stool
6. Lower abdominal pain in female 12-50 yoa
7. History of Cardiac problems
8. Fainting or near fainting > 50yoa
9. Fainting or near fainting when sitting

### CODE YELLOW

1. Pain with vomiting
2. Flank pain (*kidney stone*)
3. Non-traumatic abdominal pain
4. Unspecified pain

## DISPATCH

# M1: Abdominal Pain – Pre-Arrival Instructions

1. Do not give the person anything to eat or drink
2. Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, call me back immediately**

*Index*

## Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)

## Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## M2: Allergies/Stings

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person having difficulty **swallowing**?
4. Does the person have a **rash** or **hives**?
5. Is the person complaining of **itching**?
6. Does the person have a **history of a reaction** to anything?  
(If yes) Describe the reaction the person had before  
How long ago was the person exposed?
7. Are the symptoms getting **worse**?
8. Does the person have a **Medic Alert tag**? (If yes) What does it say?

*Index*

### CODE RED

DISPATCH

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Difficulty breathing
5. Difficulty swallowing
6. Swelling in throat or on face
7. Fainting
8. History of severe reaction
9. Itching or hives in multiple areas

### CODE YELLOW

1. Concern about reaction but no history
2. Reaction present for a long time (> 1 hour) with no difficulty breathing
3. Itching or hives confined to one area with no difficulty breathing

## M2: Allergies/Stings – Pre-Arrival Instructions

1. Do you have an epi-pen or reaction kit?  
(*If yes and severe reaction*) Have you used it as the physician has directed?
2. Place person in the most comfortable position
3. Keep neck straight, remove any pillows
4. Watch the person for signs of difficulty breathing (*slow breathing*) or cardiac arrest
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, call me back immediately**

Index

### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units



# M3: Back Pain

KEY  
QUESTIONS

- 1. Is the person **alert**?
- 2. Is the person breathing **normally**?
- 3. Is the **pain** due to an **injury** to the person?
- 4. Has the person felt **dizzy** or have they **fainted**?
- 5. Does the person have any other **medical or surgical history**?
- 6. Does the person have a **Medic Alert tag**? (If yes) What does it say?

Index

CODE RED

CODE YELLOW

DISPATCH

- 1. Unconscious
- 2. Not breathing normally
- 3. Decreased level of consciousness
- 4. Non-traumatic back pain with prior cardiac history
- 5. Back pain with fainting or near fainting in persons >50 yoa

- 1. Flank pain (Kidney stone)
- 2. Non-traumatic back pain
- 3. Unspecified back pain
- 4. Chronic back pain

## M3: Back Pain – Pre-Arrival Instructions

1. If the pain is due to an injury, advise person not to move unless hazards are present
2. Place person in the most comfortable position
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# M4: Breathing Problems

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. How **long** has this been going on?
4. Is the person having **chest pain**? (*If yes - Jump to M5: Chest Pain Card*)
5. Is the person able to **speak in full sentences**?
6. Does the person have to **sit up** to breath?
7. Is the person drooling or having a hard time **swallowing**?
8. Is the person experiencing any **other problems** right now?
9. Does the person have a history of **asthma**?
10. (*If sudden onset*) Has the person been hospitalized recently for a **broken leg** or **childbirth**?
11. (*If female*) Does she take **birth control** pills?
12. Is the person on **oxygen**?
13. Does the person have any other **medical or surgical history**?
14. Does the person have a **Medic Alert tag**? (*If yes*) What does it say?

*Index*

## CODE RED

## CODE YELLOW

DISPATCH

1. Unconscious
2. Decreased level of consciousness
3. Not breathing normally with any of the following
  - Chest pain
  - Unable to speak in full sentences
  - History of asthma or other resp. problems
  - Inhaled substance
  - Recent childbirth/broken leg (2-3 months)
  - Drooling
4. Tingling or numbness in extremities/around mouth  
Age >35

1. Cold symptoms
2. Stuffed nose
3. Oxygen bottle empty
4. Person assist
5. Long term, no change

## M4: Breathing Problems – Pre-Arrival Instructions

1. Place person in the most comfortable position, probably sitting up
2. Advise person not to exert themselves
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# M5: Chest Pain/Heart Problems

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person **sweating** profusely?
4. Is the person **nauseated** or **vomiting**?
5. Is the person **weak, dizzy** or **faint**?
6. Where is the **pain located**?
7. Does the person experience a **rapid heart rate** with the **chest pain**?
8. Does the person feel pain anywhere else? (*If yes*) Where?
9. How **long** has the pain been present?
10. Does the person have a **history** of a heart attack (*Cardiac Problems*)?  
(*If yes*) Does the person take **nitroglycerin**? (*If yes*) Have they taken it? Did it help?
11. Has the person taken **any drugs** in the past 24 hours

*Index*

## CODE RED

## CODE YELLOW

DISPATCH

1. Unconscious
2. Decreased level of consciousness
3. Not breathing normally
4. Chest pain with any of the following
  - Not breathing normally
  - Nausea
  - History of cardiac problems
  - Diaphoretic
  - Rapid heart rate
  - Syncope
  - Cocaine/crack use

1. Persons <35 yoa without critical symptoms

## M5: Chest Pain/Heart Problems – Pre-Arrival Instructions

1. Place person in the most comfortable position, probably sitting up
2. Advise person not to exert themselves
3. Loosen any tight clothing
4. *(If person is prescribed nitroglycerin)* Does the person have their nitroglycerin?  
*(If yes)* Has the person taken one?  
*(If not taken)* Make sure the person is sitting down, then take the nitro as prescribed by their doctor
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, call me back immediately**

*Index*

### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/ Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# M6: Diabetic Problems

KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Does the person know **who they are**? *Do they know where they are?*
4. Is the person acting in their **normal** manner?  
(If no) What is different?
5. Does the person feel **pain** anywhere?  
(If yes) Where?
6. Is the person **dizzy**, **weak** or **feeling faint**?
7. Has the person had a **seizure**?
8. Is the person **sweating** profusely?
9. Is the person on **insulin**?  
(If yes) When did they take it?
10. When did the person last **eat**?

Index

## CODE RED

## CODE YELLOW

DISPATCH

1. Unconscious
2. Decreased level of consciousness
3. Not breathing normally
4. Unusual behavior/acting strange
5. Profuse sweating
6. Seizure

1. Alert and awake
2. Not feeling well with no critical symptoms

## M6: Diabetic Problems – Pre-Arrival Instructions

1. Do not give the person anything to eat or drink unless they can take it by themselves
2. If the person can eat and drink on their own, give them juice with about 2 to 3 teaspoons of sugar in it
3. Place person in the most comfortable position
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, call me back immediately**

*Index*

### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units



# M7: Headache

KEY QUESTIONS

- 1. Is the person **alert**?
- 2. Is the person breathing **normally**?
- 3. Does the person know **who they are**? *Do they know where they are?*
- 4. Is the person acting in their **normal** manner?  
*(If no) What is different?*
- 5. Is this headache **different** from headaches the person has had in the past?
- 6. Did this headache come on **suddenly** or **gradually**?
- 7. What was the person **doing** when the headache **started**?
- 8. Does the person feel pain anywhere else?  
*(If yes) Where?*
- 9. Does the person have a **history** of headaches?
- 10. Is the person wearing a **Medic Alert tag**? *(If yes) What does it say?*

Index

DISPATCH

## CODE RED

- 1. Unconscious
- 2. Not breathing normally
- 3. Headache with any of the following critical symptoms
  - Decreased level of consciousness
  - Unusual behavior/acting strange
  - Worst headache ever
  - Sudden onset
  - Visual disturbance with no history of migraines

## CODE YELLOW

- 1. Alert and awake
- 2. Headache with no critical symptoms

## M7: Headache – Pre-Arrival Instructions

1. Do not give the person anything to eat or drink
2. Place person in the most comfortable position
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

*Index*

### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# M8: Health Care Provider Requests EMS

KEY QUESTIONS

- 1. What do you **need**?  
(If Paramedics/EMTs/Ambulance needed) What's **wrong** with the person? [Jump to appropriate card](#)  
(If Transportation Only needed) **Where** in the facility is the person located?
- 2. Does the person have an **IV**, **Medication** or other **medical device** in use?

Index

DISPATCH

CODE RED

CODE YELLOW

- 1. Critical symptoms
- 2. Off-duty medic request ALS
- 3. Medical device in use

- 1. No critical symptoms or medical devices in use

## M8: Health Care Provider Requests EMS – Pre-Arrival Instructions

1. *(If a Medical Facility)* Prepare the person's medical records for the paramedics
2. *(If a Non-medical Facility)* Place person in the most comfortable position
  - Gather any of the person's medications for the paramedics
  - Lock away any pets
3. **If the person's condition changes, call me back immediately**

Index

### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## M9: Home Medical Equipment

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S

1. What **piece of equipment** is causing concern?

*If ventilator failure, [jump to C1: Cardiac Arrest](#)*

*If apnea monitor alarm [jump to M4: Breathing Problems](#)*

*If implanted defibrillator firing [jump to M5: Chest Pain/Heart Problems card](#)*

*Index*

### CODE RED

### CODE YELLOW

D  
I  
S  
P  
A  
T  
C  
H

1. Critical symptoms
2. Ventilator failure
3. Apnea monitor alarm
4. Implanted defibrillator firing

1. No critical symptoms
2. Problems with, or out of, home oxygen

## M9: Home Medical Equipment – Pre-Arrival Instructions

1. *(If appropriate)* Prepare the medical device for possible transport with the paramedics
2. Place person in the most comfortable position
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# M10: Obvious Death

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1. How do you **know** the person has **died**?

*If caller is unsure, [jump to C1: Cardiac Arrest card](#)*

*If possibility of hypothermia, [jump to T7: Heat/Cold Exposure card](#)*

*Index*

**CODE RED**

**CODE YELLOW**

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1. Body is cold and stiff (*no hypothermia present*)
2. Decomposition
3. Injuries obviously incompatible with life
4. Non-recent expected death
5. Hospice/DNR

## M10: Obvious Death – Pre-Arrival Instructions

1. *(If appropriate)* Gather any DNR documents for the paramedics
2. Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious, not breathing, and not an obvious death go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. Is Law Enforcement needed?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units



# M11: Overdose/Poisonings/Ingestions

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1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person acting in their **normal** manner?  
(If no) What is different? Are they **violent**? Do they have access to a **weapon**?
4. Do you know **what** the person took?  
(If Prescription Med) What is the **name** of the medicine? How **much** did they take?  
(If Not Prescription Med) What type of **substance** did they take?  
(If Cocaine or Crack) Is the person complaining of any **pain**? If having chest pain, [jump to M5: Chest Pain](#)  
Did they take it with **alcohol**?
5. Is the person having difficulty **swallowing**?
6. Has the person **vomited**?  
(If yes) Can you describe what it looks like?

*Index*

## CODE RED

## CODE YELLOW

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- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. OD with any of the following critical symptoms                             <ul style="list-style-type: none"> <li>● Unconscious</li> <li>● Not breathing normally</li> <li>● Decreased level of consciousness</li> <li>● Unusual behavior/acting strange</li> <li>● Cocaine/Crack use with chest pain</li> <li>● Difficulty swallowing</li> <li>● Ingestion of household cleaners, antifreeze, solvents, methanol, cyanide or insecticides</li> <li>● Combined alcohol and drug overdose</li> <li>● Alcohol where person cannot be aroused</li> </ul> </li> </ol> | <ol style="list-style-type: none"> <li>1. Drug use with no critical symptoms</li> <li>2. 3<sup>rd</sup> party caller, caller not with person</li> <li>3. Reported overdose, but person denies taking anything</li> <li>4. Alcohol intoxication where person can be aroused</li> </ol> |
|---|---|

# M11: Overdose/Poisonings/Ingestions – Pre-Arrival Instructions

1. Do not give the person anything to eat or drink unless advised by Poison Control
2. *(If safe to do so)* Keep the person in the area/house
3. Do not give the person coffee or place the person in the shower
4. *(If at the scene)* Get the container of the substance the person took
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, call me back immediately**

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## Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)
3. Contact the local Poison Control Center - 1-800-222-1222
4. Is Law Enforcement needed?

## Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## M12: Person Assistance

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1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Does the person have any **other** complaints? *If yes, [jump to the appropriate card](#)*

*Index*

**CODE RED**

**CODE YELLOW**

D  
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C  
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1. No critical symptoms

## M12: Person Assistance – Pre-Arrival Instructions

1. Place the person in a comfortable position
1. Keep the person calm
2. Gather any of the person's medications for the paramedics
3. Lock away any pets
4. **If the person's condition changes, call me back immediately**

*Index*

### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, [go to the C6: Unconscious/Breathing Normally/Airway Control card](#)
3. Is Law Enforcement needed?
4. Is Fire and/or Rescue needed?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# M13: Psychiatric/Behavioral Problems

## KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person acting in their **normal** manner?  
(If no) What is different?  
Are they **violent**? Do they have a **weapon** or access to a weapon?
4. Has the person **harmd themselves**? If yes, consider [Jump to T9: Traumatic Injury](#)  
(If no) Do you think the person might try to harm themselves?
5. **Where** is the person now?  
(If present) Can the person talk to you? Can they answer your questions?
6. Has the person taken any **drugs** or **alcohol**? If yes, consider [Jump to M11: OD/Poisoning](#)
7. Is the person a **diabetic**? If yes, consider [Jump to M6: Diabetic Problem](#)
8. Is the person **injured**?
9. Is the person **bleeding**?  
(If yes) Can it be controlled with pressure?

Index

### CODE RED

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness

### CODE YELLOW

1. Lacerated wrist with controlled bleeding
2. Unusual, non-violent behavior with a psychiatric history
3. Alcohol intoxication where person can be aroused
4. Threats against self or others
5. Person out of psychiatric medications
6. Police request for stand-by

## DISPATCH

# M13: Psychiatric/Behavioral Problems – Pre-Arrival Instructions

1. (If safe to do so) Keep person in the area/house  
If you feel you are in danger, leave the scene
2. (If possible) Keep the person calm
3. Gather any of the person's medications for the paramedics
4. Lock away any pets
5. **If the person's condition changes, call me back immediately**

Index

## Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. [If unconscious, go to the C6: Unconscious/Breathing Normally/ Airway Control card](#)
3. [If bleeding, go to the I11Bleeding Instructions card](#)
4. Consider contacting the local Crisis Center
5. Is Law Enforcement needed?

## Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# M14: Seizures/Convulsions

KEY

QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person still **seizing**?  
(If yes) Describe what the person is doing?
4. How **long** has the person been seizing?
5. Has the person had a seizure **before**?
6. Is the person a **diabetic**? If yes, consider [Jump to M6: Diabetic Problems](#)
7. Does the person have a **Medic Alert tag** on?  
(If yes) What does it say?
8. (If child) Has the child been **sick**?  
Does the child have a **fever** or feel hot?
9. (If female between 13-50 yoa) Is she **pregnant**?
10. Does the person have a history of **heart problems**?
11. Has the person had a recent **head injury**?
12. Has the person taken anything, including any type of **drugs**?
13. (If still seizing) Has the seizure **stopped**?

Index

## CODE RED

## CODE YELLOW

DISPATCH

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Still seizing/multiple seizures
5. First time seizure or unknown history
6. Diabetic
7. Pregnant
8. Secondary to drug overdose or head injury
9. Any seizure that is different than normal

1. Single seizure with a history of seizures

## M14: Seizures/Convulsions – Pre-Arrival Instructions

1. Clear the area around the person so they don't hurt themselves
2. **Do Not** try to **restrain** the person
3. **Do Not** put anything in the person's mouth
4. When the seizure stops, check to see if the person is breathing  
Place person on their side
5. *(If child and feverish)* Remove clothing to help cool person
6. Gather any of the person's medications for the paramedics
7. Lock away any pets
8. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. [If unconscious, go to the C6: Unconscious/Breathing Normally/Airway Control card](#)
3. Any seizure with an unknown medical history is assumed to be a first time seizure

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units



# M15: Sick Person

## KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Is the person complaining of any **pain**? *If chest pain, [jump to M5: Chest Pain](#)*
4. Is the person **bleeding**?  
(*If yes*) From where? How much? How long? Can it be controlled with pressure?
5. Has the person **vomited**?  
(*If yes*) Can you describe what it looks like?
6. Is the person acting in their **normal** manner?  
(*If no*) What is different?  
(*If no*) Are they **violent**? Do they have a weapon or **access** to a **weapon**?
7. Is the person a **diabetic**? *If yes, consider [jump to M6: Diabetic Problems](#)*
8. Is the person wearing a **Medic Alert tag**?  
(*If yes*) What does it say?

*Index*

### CODE RED

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness

### CODE YELLOW

1. Generalized weakness
2. Medical alert from alarm company
3. Flu symptoms
4. High temperature with no critical symptoms
5. Person assist
6. Police stand-by

## DISPATCH

## M15: Sick Person – Pre-Arrival Instructions

1. Gather any of the person's medications for the paramedics
2. Lock away any pets
3. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)
3. [If bleeding, go to the I11Bleeding Instructions card](#)
4. If a specific chief complaint is identified, [jump to the appropriate card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# M16: Stroke/CVA

KEY QUESTIONS

- 1. Is the person **alert**?
- 2. Is the person breathing **normally**?
- 3. Is the person acting **unusual**?  
(If yes) What is different? (*Speech, numbness or movement problems*)
- 4. (If not obvious) Does the person's **speech** sound **normal**?
- 5. (If not obvious) Does the person have **weakness** or **paralysis** on one side of the body?
- 6. (If not obvious) Does the person have a **facial droop**?
- 7. Is the person complaining of any **pain**? *If chest pain, [jump to M5: Chest Pain](#)*
- 8. Does the person have a **headache**?
- 9. Has the person ever had a stroke **before**?

Index

## CODE RED

## CODE YELLOW

DISPATCH

- 1. Unconscious
- 2. Not breathing normally
- 3. Decreased level of consciousness
- 4. New onset of one sided weakness/paralysis, facial droop or slurred speech

- 1. Past history of stroke (CVA) with no new changes

## M16: Stroke/CVA – Pre-Arrival Instructions

1. *(If difficulty breathing)* Keep neck straight and remove any pillows
2. Do not give the person anything to eat or drink
3. Do not allow the person to move around
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, call me back immediately**

*Index*

### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# M17: Unknown/Man Down

## KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. Do you know **why** the person is down? (*Jump to the appropriate card if possible*)
4. Is the person able to **talk**?
5. Is the person able to **move**?
6. Where **exactly** is the person?

*Index*

### CODE RED

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Multiple people down  
(*Consider HazMat/MCI*)

### CODE YELLOW

1. Person is talking, moving, sitting or standing
2. Unknown (3<sup>rd</sup> party caller) without indication of unconsciousness

## DISPATCH

# M17: Unknown/Man Down – Pre-Arrival Instructions

1. *(If safe to do so)* Go to the person and see if the person is awake, breathing normally, or moving at all  
Return to the phone and let me know
2. Watch for the emergency unit and direct them to the person
3. **If the person's condition changes, call me back immediately**

Index

## Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)
3. Consider law enforcement notification

## Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# T1: Animal Bites

## KEY QUESTIONS

1. **Where** is the **animal** now?
2. What **type** of **animal** bit the person?
3. Is the person **short** of **breath**?  
(If yes) Does it hurt to breathe?
4. What **part** of the body was bitten?
5. Is the person **bleeding**?  
(If yes) From where? How much? How long? Can it be controlled with pressure?
6. How long ago did they receive the bite?

*Index*

### CODE RED

1. Unconscious
2. Not breathing normally
3. Uncontrolled bleeding after attempts to control
4. Serious neck or face bites from animal attack
5. Bite from a known poisonous animal

### CODE YELLOW

1. Bleeding is controlled
2. Swelling at the bite site
3. Bite below the neck, non-poisonous

## DISPATCH

# T1: Animal Bites – Pre-Arrival Instructions

1. Contain the animal if possible
2. Keep person calm and still
3. Use care not to obstruct the airway or breathing
4. For snake bites
  - Do Not Elevate the Extremity
  - Do Not Use Ice
  - Do Not Attempt to Remove the Venom
5. Lock away any pets
6. **If the person's condition changes, call me back immediately**

*Index*

## Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/ Airway Control card](#)
3. [If bleeding, go to the I11Bleeding Instructions card](#)
4. Has law enforcement been notified?
5. Has animal control been notified?

## Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units



## T2: Assault/Domestic Violence/Sexual Assault

### KEY QUESTIONS

1. Is the **assailant** nearby?
2. Are you **safe**?
3. Was it a **physical assault** or a **sexual assault**?
4. **How** was the person **assaulted**? (If stabbing or shooting, [\*jump to the T8: Stabbing/GSW card\*](#))
5. **Where** is the person **injured**?
6. Is the person **bleeding**?  
(If yes) From where? How much? How long? Can it be controlled with pressure?
7. Can the person **answer** your **questions**?

*Index*

### CODE RED

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Crushing injury (except to hands or feet)
5. Puncture injury (head, neck, torso, thigh)
6. Multiple extremity fractures
7. Femur (thigh) fracture
8. Uncontrolled bleeding

### CODE YELLOW

1. Penetrating/crushing injury to hands or feet
2. Isolated extremity fracture
3. Minor injuries
4. Unknown injuries
5. Concerned caller without apparent injuries to person
6. Police request stand-by/check for injuries

### DISPATCH

## T2: Assault/Domestic Violence/Sexual Assault – Pre-Arrival Instructions

1. Remain in a safe place, away from the assailant
2. *(If present)* Do not touch or remove any impaled objects
3. Have person lie down and keep calm
4. Do not touch or move any weapons
5. Advise person not to change clothing, bathe or shower
6. Keep person warm
7. Keep the person warm
8. Gather any of the person's medications for the paramedics
9. Do not give the person anything to eat or drink
10. Lock away any pets
11. **If the person's condition changes, call me back immediately**

*Index*

### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - o [Adult CPR Instructions](#)
  - o [Child \(1-8 years\) CPR Instructions](#)
  - o [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)
3. [If bleeding, go to the I11Bleeding Instructions card](#)
4. Has law enforcement been notified?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## T3: Bleeding/Laceration

### KEY QUESTIONS

1. Is the **person alert**?
2. Is the person breathing **normally**?
3. Where is the person **bleeding from**?  
(*If vaginal*) Is she **pregnant**?
4. Is the blood **squirting** out?
5. Is the person a **hemophiliac** (*a bleeder*)?
6. (*If injured*) **Where** is the person **injured**?
7. Can the person **answer** your **questions**?

*Index*

### CODE RED

### CODE YELLOW

### DISPATCH

1. Unconscious
2. Not breathing normally
3. Any arterial bleeding
4. Hemophilia
5. Rectal bleeding with significant blood loss
6. Vomiting blood or coffee ground material
7. Bleeding from mouth with difficulty breathing
8. Bleeding from the neck, groin or armpit with significant blood loss
9. Vaginal bleeding if over 20 weeks pregnant
10. Vaginal bleeding associated with lower abdominal pain or fainting

1. Minor bleeding from any other areas

## T3: Bleeding/Laceration – Pre-Arrival Instructions

1. Advise person not to move
2. Cover person with a blanket and try to keep them calm
3. Gather any of the person's medications for the paramedics
4. Do not give the person anything to eat or drink
5. Lock away any pets
6. Locate any amputated part and place in clean plastic bag, not ice. If teeth, place them in milk
7. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)
3. [If bleeding, go to the I11Bleeding Instructions card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# T4: Burns

## KEY QUESTIONS

1. **How** was the person **burned**?
2. (*If Thermal*) Is anything on the person **still burning**? (*If yes*) Stop the burning
3. (*If Electrical*) Is the person still in **contact** with the **electric** source?  
**How** was the person electrocuted?  
 (*If household*) Was it the stove, clothes dryer or other **220 volt source**?
4. (*If Chemical*) What **chemical** caused the burn?
5. Is the person **short of breath** or does it **hurt to breath**?
6. Is the person having difficulty **swallowing**?
7. **Where** is the person burned?  
 (*If head or face*) Are they coughing? Are their nose hairs burned? Any burns around the mouth and nose?
8. Are there any other **injuries**?

*Index*

### CODE RED

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Burns to the airway, nose or mouth
5. Hoarseness, difficulty talking or swallowing
6. Burns over 20% of body surface
7. Electrical burns from 220V or greater
8. 2<sup>nd</sup> or 3<sup>rd</sup> degree burns to hands, feet or groin

### CODE YELLOW

1. Burn less than 20% body surface area
2. Spilled hot liquids
3. Chemical burns to eyes
4. Small burn from match or cigarette
5. Household electrical shock
6. Battery explosion
7. Freezer burns

## DISPATCH

## T4: Burns – Pre-Arrival Instructions

1. (*Electrical burn*) If safe to do so, turn off power
2. (*Chemical burn*) Have person remove contaminated clothing if possible
3. (*Chemical burn*) If available, get info on chemical (*MSDS Sheet*)
4. (*Chemical Powder Burn*) Brush off chemical, do not use water
5. (*Chemical Eye Burn*) Flush eyes with water. Remove contact lenses
6. Place burn area in cool water (*not ice*) if possible
7. Gather any of the person's medications for the paramedics
8. Lock away any pets
9. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)
3. Has the fire department been notified?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## T5: Eye Injury

### KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. What **caused** the injury?  
Chemicals – [\*Jump to Card T4: Burns\*](#)
4. Is the eyeball cut open or **leaking** fluid?
5. Are there any other **injuries**?

*Index*

### CODE RED

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness

### CODE YELLOW

1. Any eye injury

### DISPATCH

## T5: Eye Injury – Pre-Arrival Instructions

1. **Do not remove any penetrating objects**
2. If eyeball is cut or injured, do not touch, irrigate or bandage
3. If a chemical injury, flush immediately with water. Continue to help arrives. Remove contact lenses
4. Advise person not to move
5. Have person sit down
6. Cover the person with a blanket and keep them calm
7. Do not give the person anything to eat or drink
8. Gather any of the person's medications for the paramedics
9. Lock away any pets
10. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units



# T6: Falls

## KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. How **far** did the person fall?
4. What kind of **surface** did the person land on?
5. Are there any obvious **injuries**? (*What are they?*)
6. Did the person **complain** of any pain or illness just **prior** to the fall?
7. Is the person able to **move** their fingers and toes? (*Do not have them move any other body part*)
8. Is the person **bleeding**?  
(*If yes*) From where? How much? How long? Can it be controlled with pressure?
9. Are there any other **injuries**?

*Index*

### CODE RED

### CODE YELLOW

## DISPATCH

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Falls greater than 10 feet
5. Falls associated with or preceded by pain, discomfort in chest, dizziness, headache or diabetes.
6. Person is paralyzed
7. Uncontrolled bleeding
8. Multiple extremity fractures
9. Femur (thigh) fracture

1. Falls less than 10 feet
2. Neck or back pain without critical symptoms
3. Bleeding that has been controlled
4. Cuts, bumps or bruises
5. Person assistance
6. Involved in accident, no complaints
7. Isolated extremity fracture

## T6: Falls – Pre-Arrival Instructions

1. *(If appropriate)* Turn off any machinery
2. *(If no life threatening hazard is present)* Do not move the person
3. Advise person not to move
4. Cover the person with a blanket and keep them calm
5. Do not give the person anything to eat or drink
6. Gather any of the person's medications for the paramedics
7. Lock away any pets
8. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/ Airway Control](#) card
3. [If bleeding, go to the I11Bleeding Instructions card](#)
4. Is rescue needed?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

# T7: Heat/Cold Exposure

## KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. (*If not obvious*) What was the **source** of the heat/cold?
4. Does the person have any **complaints**?
5. What does the person's **skin** feel like?
6. (*If cold exposure*) Is the person **shivering**?  
(*If heat exposure*) Is the person **sweating** profusely?
7. Is the person **dizzy, weak** or **feeling faint**?
8. Are there any obvious **injuries**? (*What are they?*)

*Index*

### CODE RED

### CODE YELLOW

## DISPATCH

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Confused or disoriented
5. Fainting/syncope
6. Cold water immersion

1. Person with uncontrollable shivering
2. Heat exhaustion with no critical symptoms
3. Unknown symptoms

## T7: Heat/Cold Exposure – Pre-Arrival Instructions

1. Remove the person from the hot/cold environment
  - (If cold and dry) Cover the person with a blanket to warm
  - (If cold and wet) Remove the wet clothing and cover the person with a blanket to warm
  - (If overheated) Loosen clothing to assist with cooling
2. (If decreased level of consciousness) Do not give the person anything to eat or drink
3. (If cold) Do not rub frostbitten extremities
4. Gather any of the person's medications for the paramedics
5. Lock away any pets
6. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - o [Adult CPR Instructions](#)
  - o [Child \(1-8 years\) CPR Instructions](#)
  - o [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## T8: Stabbing/Gunshot person

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1. Is the **assailant** nearby?
2. Are you **safe**?
3. Is there a **weapon** present?
4. Is the person **alert**?
5. Is the person breathing **normally**?
6. **Where** is the person **shot/stabbed**?
7. Is the person **bleeding**? (*If yes*) From where? How much? How long? Can it be controlled with pressure?

*Index*

### CODE RED

### CODE YELLOW

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P  
A  
T  
C  
H

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Uncontrolled bleeding
5. Injury above the knee or elbow
6. Injury to the head, neck, torso or thigh
7. Multiple casualty incident

1. Wounds below the knee or elbow

## T8: Stabbing/Gunshot person – Pre-Arrival Instructions

1. Tell caller to remain in a safe location (*beware of the assailant*)
2. Do not pull out any penetrating weapons
3. Advise the person not to move
4. Cover the person with a blanket and keep them calm
5. Do not disturb the scene or move any weapons
6. Gather any of the person's medications for the paramedics
7. Lock away any pets
8. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)
3. [If bleeding, go to the I11Bleeding Instructions card](#)
4. **Advise responders when scene is secure**

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

## T9: Traumatic Injury

### KEY QUESTIONS

1. Is the person **alert**?
2. Is the person breathing **normally**?
3. **Where** is the person injured?
4. **How** was the person injured (*Describe what happened*)?
5. Is the person **bleeding**? (*If yes*) From where? How much? How long? Can it be controlled with pressure?

*Index*

### CODE RED

### CODE YELLOW

### DISPATCH

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Penetrating/crushing injury to head, neck, torso or thigh
5. Uncontrolled bleeding
6. Leg injury above the knee
7. Multiple extremity fracture

1. Penetrating/crushing injury to hands or feet
2. Unknown injuries
3. Minor injuries
4. Concerned caller without apparent injury to person
5. Isolated extremity fracture
6. Police request to stand-by/check for injuries

## T9: Traumatic Injury – Pre-Arrival Instructions

1. Do not pull out any penetrating objects
2. Advise the person not to move
3. Cover the person with a blanket and keep them calm
4. Do not disturb the scene or move any weapons
5. Gather any of the person's medications for the paramedics
6. Lock away any pets
7. **If the person's condition changes, call me back immediately**

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### Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - [Adult CPR Instructions](#)
  - [Child \(1-8 years\) CPR Instructions](#)
  - [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)
3. [If bleeding, go to the I11Bleeding Instructions card](#)
4. Is Rescue needed?
5. Is law enforcement needed?

### Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units



# T10: Motor Vehicle Collisions

## KEY QUESTIONS

1. Are there any **hazards** present (*Fire, Water, HazMat, Wires Down*)?
2. Is the person **alert**?
3. Is the person breathing **normally**?
4. Is anyone **trapped** in the vehicle?
5. Was anyone **thrown** from the vehicle?
6. What **injuries** does the person have
7. Is the person **bleeding**? (*If yes*) From where? How much? How long? Can it be controlled with pressure?

*Index*

### CODE RED

1. Unconscious
2. Not breathing normally
3. Decreased level of consciousness
4. Chest pain prior to the collision
5. Critical criteria – injuries to the head, neck, torso or thigh
6. Multiple causality incident
7. Overturned/Trapped in Vehicle

### CODE YELLOW

1. Accident with injury, no critical criteria
2. Police request to stand-by/check for injuries

## DISPATCH

# T10: Motor Vehicle Collisions – Pre-Arrival Instructions

1. *(If no life threatening hazards are present)* Do not move the person.
2. *(If power lines are around the vehicle)* Do not touch the vehicle. Tell the occupants to stay in the vehicle
3. Keep person calm and still
4. **If the person's condition changes, call me back immediately**

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## Call Taker Prompts

1. If unconscious and not breathing, go to the age appropriate CPR card
  - o [Adult CPR Instructions](#)
  - o [Child \(1-8 years\) CPR Instructions](#)
  - o [Infant \(0-1 years\) CPR Instructions](#)
2. If unconscious, go to the [C6: Unconscious/Breathing Normally/Airway Control card](#)
3. [If bleeding, go to the I11Bleeding Instructions card](#)
4. Is Rescue Needed?
5. Is the Fire Department needed?
6. Has law enforcement been notified?

## Dispatcher Short Report

1. Age
2. Sex
3. Specific location
4. Chief complaint
5. Pertinent related symptoms
6. Medical/Surgical history, if any
7. Other Agencies responding
8. Any dangers to responding units

***The OpenISES Project  
Presents***

# ***Emergency Medical Dispatch Guide Cards***

***Draft Version 0.26  
for Integration with the  
Tickets CAD Program***



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# Important

This is the first draft set of the Emergency Medical Dispatch section of the Cards project. **As with any medical product or device, these protocols are only offered as a suggestion. You should consult with your local medical director, state regulatory office or other regulating body before using any of these protocols. They come with no guarantee as to the soundness/quality or accuracy of the protocols.**

The cards are based on the recommendations of the United States National Highway Traffic Safety Administration. Several different formats were studied in the creation of these card sets, and what we felt were the best ideas being incorporated into this set.<sup>1</sup> However, this is not set in stone.

Unlike other EMD protocol card sets, you can modify these to meet the needs of your agency. This EMD protocol set is released under the Creative Common license. Under the license for this protocol set, you can modify the protocols, create as many copies as you like and share the protocols with others. You are not allowed to sell them. You should make sure that The Open ISES Project is noted as the original author of the protocols. If you modify them you should also note that as well.

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1 The New Jersey Office of Telecommunications (<http://www.state.nj.us/911/training.html>) EMD Card set (<http://www.state.nj.us/911/2006emdguidecard.pdf>) was a major influence in the development of this card set. Also, the Milwaukee County EMS Dispatch Guidelines (<http://www.milwaukeecounty.org/EMSDispatchGuideline10703.htm>) for a 3-Tiered Response with Pre-Arrival Instructions ([http://www.milwaukeecounty.org/display/displayFile.aspx?docid=10703&filename=/User/jspitzer/3-Tiered\\_Dispatch\\_with\\_Pre-arrival\\_3-31-05.pdf](http://www.milwaukeecounty.org/display/displayFile.aspx?docid=10703&filename=/User/jspitzer/3-Tiered_Dispatch_with_Pre-arrival_3-31-05.pdf)). Other web sites such as Dispatch Monthly (<http://www.911dispatch.com>), the National Academy of Emergency Dispatch (<http://www.emergencydispatch.org>) and the Association of Public-Safety Communications Officials (<http://www.apcointl.org>) provided additional information used in the development of this card set.

# Emergency Medical Dispatch Card (Protocol) Authorization

I \_\_\_\_\_ as the Medical Director of the \_\_\_\_\_  
Public Safety Answering Point do hereby authorize the use of the Emergency Medical Dispatch Cards (protocol) as  
contained in this document. I verify that these cards have been reviewed for medical accuracy and to assure compliance  
with all Federal, State and Local rules and regulations. Further these protocol shall be reviewed a minimum of every  
two years to assure compliance with all Federal State and Local rules and regulations.

**These protocols are to be used only by personnel who are trained and certified in their use.**

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**Medical Director's Signature**

---

**Date**

## Using the Cards

The cards in this set are designed to be integrated into the Tickets CAD Program, Version 2.5 and higher

When in use, the cards are read from top to bottom, with the Key Questions being asked first, then the proper dispatch code (Red or Yellow), followed by pre-arrival instructions to be given to the caller. There are Call-taker prompts to reinforce certain actions, and a short dispatch guide.

**These cards are presented as a guide to help your agency get started in providing EMD services. Your agency must decide what questions to maintain, what questions to change. Your agency must decide how you wish to respond based on the answers you receive from the caller.**

If you have any comments or suggestions concerning this card set, please drop us a line and let us know. Our goal is to make The Cards Project useful to as many PSAPs as possible. We can only do that through your help.

**Open Information Systems for Emergency Services**  
**The Open ISES Project**  
<http://openises.sourceforge.net>