

HOW YOU CAN HELP IN A MEDICAL EMERGENCY

1 Is this a Medical Emergency? **2** What to tell the Emergency Dispatcher:

Call an ambulance if the patient has:

Choking or trouble breathing

- A seizure/attack
- Won't respond or move when you talk to him/her
- Sudden or intense pain
- Severe or persistent coughing or diarrhea
- Coughing or vomiting up blood
- Chest pain or pressure
- Neck or back injury
- Confusion or mental change
- Fainting
- Sudden dizziness, weakness or change in vision
- Patient is suicidal or homicidal

If it's life-threatening, CALL 9-1-1

If you are not sure whether it's an emergency, CALL 9-1-1

When you call 9-1-1:

- Give the 911 dispatcher the **exact** location of the emergency.
 - Address as well as whether those needing help are inside/outside/apartment number, etc.
- Tell the 9-1-1 dispatcher the exact problem
 - In many cases, the 911 dispatcher can walk the caller through getting the patient stable while medics are en-route.
 - Follow the 911 Dispatchers instructions.
- Provide the 911 Dispatcher with your name and phone number in case the phone is disconnected.
- Stay calm
- If it is safe, don't hang up the phone and stay with the patient until help arrives.

3 What do Do While Waiting for an Ambulance To Arrive

What to do for the patient:

- Stay calm, keep the patient calm
- Keep patient awake and warm
- Do not give the patient anything to eat or drink
- Do not move a victim who has been in a car accident, had a serious fall or has been found unconscious, unless he/she is in immediate danger.
- Perform first aid if you are willing and able

What to do for the emergency responders:

- Light your location with a porch light or bright cloth
- If possible, send someone to the street to signal the ambulance
- Clear a route to the patient; move cars, furniture if needed.
- Close off pets from rescuers/put pets in another part of the house.
- Gather or write down all the patient's medicines and allergy information and give to first responders

What to do for yourself and your family:

- Arrange for children or pets to stay with a friend or neighbor.
- Pack a small bag for yourself.
- Bring insurance cards and family/friends contact information
- Lock up the house and turn off appliances.

