Emergency Medical Dispatching (EMD)

Goals:
- This program has been specifically designed to know how to use and be able to practice scenarios for Emergency Medical Dispatching.

Objectives:
- Can explain how the Power Phone EMD Book is used.
- Can explain the process of Power Phone.
- Can explain the question in the Initial Survey.
- To list the difference in the color tabs.

Overview:
This continuing education training has been designed to assist the dispatcher in handling calls that require Emergency Medical Dispatching, using the PowerPhone Medical flip book. This will hopefully get the dispatcher to become more familiar with the PowerPhone EMD book.

Using an initial survey of questions, the dispatcher should be able to flip to the appropriate tab within the PowerPhone book and begin asking key questions before giving pre-arrival instructions while medical personnel are enroute to the location of the emergency.

Liability:
It is important to remember the Liability and Policy and Procedure when using doing Emergency Medical Dispatching. We must follow the policies, procedures practices established by our department. We as Dispatchers have the following exemptions from Liability.
- We are covered under the “Good Samaritan Act” these are laws that provide protection to person providing help.
- Acting in emergencies.
- Acting in “Good Faith”.
- Acting without regard to financial compensation or reward.
- Not guilty of gross negligence or malicious misconduct toward victim.
We need to make sure as dispatcher after obtaining the information on the call to always ask the question; “Do you want to receive “Pre-Arrival Instructions”. Of course that may be expressed in different ways, “Do you want to stay on the phone with me until rescue’s arrival.” At this point you are able to obtain further information and give instruction along with relaying it to the responding units.

- After completing the Pre-Arrival Instruction, be sure to complete an “EMD Instruction Given Form” which can be located in SharePoint.

**Initial Survey:**

These questions should be asked of every caller. If not obvious, determine if the caller is the patient or is with the patient, and if the caller is using a regular or cellular phone. The following is the list of initial questions that should be asked to all callers requesting medical assistance:

1. **Where**- exact location and call back number
   a. An identifying characteristic or obvious landmark may be helpful to responders (i.e., house color and type, a nearby intersection, etc.)

2. **What**- What is the problem or chief complaint?
   a. Is the victim conscious (awake and alert)?
   b. Is the victim breathing? (If not breathing, go directly to the Cardiac/Respiratory Arrest Tab for the appropriate age group)
   c. Are there any Priority Symptoms?
   d. If not obvious, is the scene safe?

3. **Who**- Age and sex? (May be approximate in 2nd and 3rd party calls)
4. **How**- How did the incident occur?
5. **When**- If not obvious, when did the problem start?

After completing the initial survey, the dispatcher should be able to determine which tab to flip to and begin asking Key Questions.
Colored tabs:

Several tabs within the PowerPhone book are colored either blue or red. These tabs indicate high priority or life threatening issues. The dispatcher should keep in mind that, while they may be working off of a different tab, at any moment the patient may start to experience a high priority or life threatening symptom that requires instructions from one of the colored tabs. Therefore the dispatcher may have to flip to one of the colored tabs for pre-arrival instructions.
The following are scenarios that will get the dispatcher to think about which tab to use within the PowerPhone book. During this scenario based training the dispatcher should be using the PowerPhone book as if it were an actual call.

Scenario-Training Instructions:

Read the scenario and answer the questions that follow. For this training, we will assume the dispatcher has already obtained the location and has dispatched rescue units.

Scenario #1

You take a call from a female who states that her 45 y/o husband has fallen off of a ladder as he was cleaning the gutters. He is currently conscious and breathing with no visible bleeding.

1. Which tab will you go to for pre-arrival instructions? _______________

While asking the key questions within the PowerPhone tab, the caller tells you that her husband fell from approximately 25 ft and has severe neck pain. He is still conscious and breathing.

2. At this time, should you proceed to a different tab and if so which one?
   _______________

3. After determining if you should flip to a different tab, what pre-arrival instructions will you give the caller knowing that rescue is on the way and the patient’s condition has not changed?
   a. _______________
   b. _______________
   c. _______________
**Scenario #2**

Call is taken for a female who is having a seizure.

1. Which tab will you go to for pre-arrival instructions? _______________

While asking the key questions within the PowerPhone tab, the caller tells you that the patient is still seizing and appears to be having trouble breathing.

2. If the patient stops breathing while still convulsing, can CPR be performed? ______

3. What are 2 things that you should tell the caller not to do while the patient is still seizing?
   a. ________________________________
   b. ________________________________

The patient stops seizing and is conscious and breathing.

4. What should the caller be monitoring after the seizure?
   a. ________________________________

**Scenario #3**

You receive a call for a 6 month old baby choking.

1. Which tab will you go to for pre-arrival instructions? ___________

The caller states that the baby cannot breathe, make noises or cough.

2. What are the 2 basic Pre-Arrival instructions will you give?
   a. ________________________________
   b. ________________________________

The baby begins breathing on its own but the caller is unsure if there is still something in the baby’s mouth or throat that may cause him/her to start choking again.

3. Should you advise the caller to do a finger sweep of the baby’s mouth?
   a. _________
**Scenario #4**

Dispatcher receives a call from a factory worker who says a co-worker is stuck in a machine that cuts metal. The caller states that the patient is screaming in pain and it appears as though he has lost a lot of blood but the caller is not sure where the patient is bleeding from.

1. Which tab will you go to for pre-arrival instructions? _______________
2. It is determined that the machine is still running. Should the caller be told to shut off the machine? ________________________________
3. The caller says that he thinks him and another co-worker can help get the injured man out. What should you advise the caller to do? __________________________________________________________

The factory is very large with several points of entry and exit.

4. What should you tell the caller to do so rescue personnel can reach the patient in a timely manner upon their arrival?
   ______________________________________________________________________

The caller states that there is a large pool of blood on the floor by the patient. It is determined that the blood is coming from a large cut on the patient’s leg.

5. Which tab should you switch to for bleeding control? ______________
6. What is one way you can have the caller control the bleeding, according to the pre-arrival instructions? _________________________________
**Scenario #5**

9-1-1 caller says he thinks his adult sister has overdosed on heroin. The patient is not conscious but is breathing.

1. Which tab will you go to for pre-arrival instructions? ________________

The key questions have all been asked and answered.

2. At this time, what will you advise the caller to do? ________________
3. Will you switch to a different tab in the book? ________________

The caller now states that his sister is no longer breathing and he is willing to perform CPR to try and revive her.

4. Which tab will you flip to for pre-arrival instructions at this point? ________________

5. Give a brief description of the pre-arrival instructions (in order) which you will be giving to the caller for CPR.
   a.  _____________________________________________________
   b.  _____________________________________________________
   c.  _____________________________________________________
   d.  _____________________________________________________
   e.  _____________________________________________________
   f.  _____________________________________________________
**Scenario #6**

Dispatch receives a call from a subject who states they have just come across a subject in an alley who has been stabbed.

1. Which tab will you go to for pre-arrival instructions? _____________

After determining that the scene is safe and the caller did not see the offender, the caller goes on to tell you that the patient is not bleeding that bad and he is conscious and breathing. The caller says he can see the knife sticking out of the patient’s abdomen.

2. What are the 3 important things to tell the caller not to do?
   a. ____________________________________________
   b. ____________________________________________
   c. ____________________________________________

The caller now states that the patient is telling him that he feels very cold. The caller also states that the subject is slipping in and out of consciousness.

3. Should you flip to a different tab for further instructions? _________
4. If so, which tab? ________________

**Scenario #7**

Elderly male subject calls and says he has chest pain and shortness of breath. He is a heart patient and is on several medications.

1. Which tab(s) can you go to for pre-arrival instructions?
   ______________________________________________________

The patient is alone and you continue to talk to him while rescue personnel are enroute.

2. Aside from calming and reassuring the patient, what other pre-arrival instructions can you give to the caller/patient?
   a. ____________________________________________
   b. ____________________________________________
   c. ____________________________________________
**Scenario #8**

Call is received from a male who is very difficult to understand. At first it sounds like he is just yelling, but as you and your partners listen, you can understand small bits of his dialogue. You suspect that he may have had a stroke but you are not sure.

1. Which tab will you go to for pre-arrival instructions? ______________

After several minutes of what seems to be jumbled words and sentences, you decide to ask the caller key questions that can be answered with a simple yes or no. You tell the caller to press a button on his phone 1 time for no and 2 times for yes.

2. What pre-arrival instructions can be given for a possible stroke victim?

_________________________________________________________

_________________________________________________________

**Scenario #9**

You receive a call from a coach at the little league baseball field who states that one of his players had collapsed and he suspects that the extreme heat may have caused the child to go down. The child is currently conscious and breathing and is sitting on the players’ bench in the dugout.

1. Which tab will you go to for pre-arrival instructions? ______________

You advise the caller to move the child to a cool place in the shade.

2. What other pre-arrival instructions can be given at this point (keep in mind that the child is still very hot but is fully alert)?

   a. _______________________________________________________________________

   b. _______________________________________________________________________

   c. _______________________________________________________________________

   d. _______________________________________________________________________

   e. _______________________________________________________________________
**Scenario #10**

Call is received from a woman who says her husband is not acting normal and she believes he may have low blood sugar because he has not eaten at all today.

1. Which tab will you go to for pre-arrival instructions? ________________

After asking several key questions, you find out that the patient has diabetes but does not take insulin. The patient is conscious and alert but is saying strange things and is even talking about incidents from several years ago.

2. What can you advise the caller to do since the patient is conscious and alert? _____________________________________________________

3. What other information can you gather from the caller to update responding medical personnel?
   a. ____________________________________________
   b. ____________________________________________
   c. ____________________________________________

**Scenario #11**

Call has been taken for a child who is struggling to surface after falling into a pool.

1. Which tab will you go to for pre-arrival instructions? ________________

Caller does not know how to swim and there is nobody else around to help.

2. What step should be taken to get the child out of the pool? _____________________________________________________________

Child has surfaced near the edge of the pool but is face down. The caller is able to get the child out of the water but the child is unconscious and not breathing.

3. Which tab should you switch to and what critical process needs to be started before rescue personnel arrive?
   _____________________________________________________________

The child starts breathing and suddenly starts to spit up water.

4. What should you do to help the child at this point?
   _____________________________________________________________
Scenario #12

Subject calls 9-1-1 to report that her daughter has just been stung by a bee and she is allergic to bees.

1. Which tab will you go to for pre-arrival instructions? ________________

After asking several key questions, you learn that this has happened before and the child has medication (EpiPen) for such an event but mom is in such a panic that she has forgotten how to use it.

2. At this time, which tab should you switch to so you can help administer the EpiPen medication? ________________________________
1. What is “Emergency Medical Dispatching”?

2. If you give instructions and the victim receives further injuries or dies. Can the family file suit against you or are you covered by a law?

3. What is the “Initial Survey”?

4. What are the five questions that are imperative in the “Initial Survey”?

5. What do the red and blue tabs stand for?

6. Is there a chance of using multiple tabs?

7. If you give Pre-Arrival Instruction to a caller. Once the call is complete what do you need to make sure you fill out?