

When to Call 911

Emergency Medical Services should be called in cases of:

- Sudden collapse
- Persistent chest pain
- Severe difficulty breathing
- Major accidents
- Drowning
- Emergency childbirth
- Burns
- Trauma

Or any case in which you feel you have a serious emergency.

How To Call

Dial 9-1-1

Tell the dispatcher the exact nature of the emergency. The dispatcher will ask you various questions in order to provide important information to the Responding Units(s). Try to stay calm when you talk to the dispatcher. When the call is complete, return to the side of the patient and try to help until the Responding Unit(s) arrive

What Happens When You Call

After dialing 9-1-1, the dispatcher sends an alarm to the nearest Emergency Personnel i.e. fire department, ambulance, and/or Police department; relaying information provided in the original call. Whatever the nature of the call a unit of an appropriate level of emergency care will be sent to render assistance. The staff aboard our engines and trucks are all trained emergency medical services personnel and are able to initiate, as well as assist the paramedics with lifesaving techniques. All of this is done in order to provide you with the best possible care in the shortest period of time.

Before We Arrive

After you have called 9-1-1, there are several things you can do before help arrives. These simple procedures will greatly aid the paramedics and the patient they will treat.

1. If you determine that the patient is pulse less and non breathing begin cardiopulmonary resuscitation (CPR) but only if you have been trained in this lifesaving technique.
2. Stay calm; do not get excited. This will reassure the patient that help is on the way.
3. Make the patient as comfortable as possible.

4. Gather all medications that the patient may be taking. This will help the Emergency Responders better determine the medical history of the patient.
5. Move all Furniture or obstacles out of the way so that the Responders have easy access to the patient.
6. Make sure all pets are secured in another part of the house.
7. Remember time. This is very important. When was the last time you talked to the patient? How long has this medical condition existed? How long has the person been unconscious?
8. Send someone to the front of the building so that they may guide the EMT/Firefighter and/or paramedics to the patient.

The EMT/Firefighters and/or Paramedics can take full advantage of their training only if you let them. Their job-administering advanced medical life support-requires the cooperation of all citizens. Our personnel are disciplined in the job they perform and only with your help can they execute their duties with skill, pride and dedication.