CONTACTING EMS
(Role-play)

<9-1-1 Call comes in and…>

Dispatcher: **"911 Dispatch. What is your emergency?"**

CALLER: <Answers question…be sure an ambulance is needed>

Dispatcher: **"One moment, please**…" *(Call is transferred)* **"EMS Dispatch. What is your emergency?"**

CALLER: <Answers question>

Dispatcher: **"Where are you located?"**

CALLER: <Answers question>

(In reality, the Ambulance is now being dispatched and the rest of the information provided below is being relayed to the Paramedics in route.)

Dispatcher: **"What is the phone number you are calling from?"**

CALLER: <Answers question>

Dispatcher: **"How many people are ill or injured?"**

CALLER: <Answers question>

Dispatcher: **"What happened?"**

CALLER: <Answers question>

Dispatcher: **"What is the condition of the person/persons?"**

CALLER: <Answers question>

Dispatcher: **"What is being done for this person/these people?"**

CALLER: <Answers question>

Dispatcher: **"Are there any other people at the scene?"**

CALLER: <Answers question>

Dispatcher: **"All necessary EMS personnel** *(i.e. Fire, Ambulance and/or Police)* **have been dispatched to your location. They will be arriving as soon as possible. Please, do not hang up until I ask you to do so.**

I am now going to repeat back to you all of the details I have to verify the information you have given me." *(Repeat all of the details you remember… in reality you would be reading the information off your computer screen.)*

Is that correct? You may hang up now and return to the scene to provide more assistance.