



Getting this critical information from the caller typically takes less than 30 seconds. After that, you may be asked to do nothing, get out of an unsafe environment, or stay on the line and assist in providing care for the ill or injured person. Working with **9-1-1** callers, EMDs who are dispatchers trained to provide telephone instruction in CPR and life-saving first aid have helped to save thousands of lives during the first five to ten minutes it usually takes EMS professionals to arrive. In all cases, remember the most important thing you can do when calling **9-1-1** is to **LISTEN CAREFULLY**. Always do whatever the dispatcher asks you to do. Don't tell them to "hurry". They already know that. Every question they ask has an important reason. That's why it's in their protocol.

### Dialing 9-1-1 On A Cell Phone

The use of cellular phones to activate EMS is growing very quickly. However, at the current time, wireless technology is ahead of public service capabilities.

It is important to know that the system that identifies a caller's location and telephone number currently does not work with wireless phones. This makes it difficult or impossible to send help to people who cannot identify their location. If you are calling from a cell phone and do not know your location, the dispatcher will work with you to help determine your exact location or where to send help.

A federal government project is underway to make sure calls for help made from cell phones in the United States will be routed to the closest public safety agency for proper dispatch and that their location can be more accurately determined.

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### Finally

It is highly recommended that you take a certified course in CPR and first aid. Even when highly trained dispatchers (EMDs) and EMS professionals are readily accessible in the community, prompt, properly administered first aid care still can mean the difference between life and death, rapid vs. prolonged recovery, and temporary vs. permanent disability. These courses are available through authorized American Safety and Health Institute Training Centers and other nationally recognized organizations.

In summary, simply knowing when to call and what to expect when you phone **9-1-1** can help reduce fear and helplessness in an emergency. When calling **9-1-1**, keep in mind that the most important thing you can do is to **LISTEN CAREFULLY** and **DO EXACTLY** what the dispatcher asks you to do. Emergency service professionals are normally always available to assist you through times of crisis, confusion, and distress. Let them be your lifeline.



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# MEDICAL EMERGENCIES

*When to call and what to expect when you dial 9-1-1... What you should do before help arrives.*