

# Emergency Medical Dispatch Roadmap Rhode Island E-911

## 911 Answers Call

Telecommunicator Obtains:

- Location
- Callback
- Problem

## 911 Starts EMD

- Patient's Age
- Patient's Gender
- Awake?
- Breathing?

*Goal: 911 Identifies and addresses an immediate life threat*

25% of EMD completed

Quick Info

## 911 Conferences in Dispatcher

911 relays location, callback, and basic patient/incident information so responders can be dispatched.

## 911 Continues EMD

911 manages the caller using structured EMD Protocol:

- Key Questions
- Post-Dispatch Instructions
- Diagnostic Tools\*
- Pre-Arrival Instructions\*
- Stay on the Line \*
- Update Dispatcher \*

*\*When Medically Necessary*

## Focused Questions and Instructions

75% of EMD completed

Dispatcher is NOT required to stay on the line while 911 EMDs the caller.

Dispatcher Interruptions to EMD call flow should be rare and must be minimized.

RESPONDERS ARRIVE

"Ok, Tell Me Exactly What happened"

High call volume overwhelming the 911 center may impact 911's ability to do complete EMD on non-life-threatening medical calls.

The TC will suspend EMD when there is a scene safety issue such as assault, shooting, stabbing, or psychiatric/mental health emergency until the dispatcher has completed all localized law questioning AND the scene is secure to allow EMD to occur without jeopardizing the caller, bystanders, patients, or victims.