

Rhode Island E-911
Skilled Medical Environment



It is helpful and fastest (but not required) to have this information readily available before calling 911.

WHEN READY, CALL 911

Critical Information:

Address: _____

Callback Number: _____

Facility Name: _____

Municipality: _____

Room Number (if applicable): _____

Bed # (if applicable): _____

Patient's Age: _____

Patient's Sex: M/F

Is Patient Awake? Yes/No

Is Patient Breathing? Yes/No/Ineffective/Agonal

1. Tell me exactly what happened (what's the reason the patient needs an ambulance?)

2. Was the patient seen by a nurse or doctor in the past 2 hours?

___ Yes ___ No

Note: If the answer is no, the Telecommunicator will ask standard lay caller questions based on the chief complaint offered.

Key Questions 911 Will Ask:

3. Reason for the transport/evaluation (if not already known from caller's previous statements)

4. "Will the crew need to administer or monitor any medication?"

___ No ___ Yes - What? _____

5. "Will any special equipment be necessary?" (other than stretcher, 12-lead, or oxygen)

___ No ___ Yes - What? _____

6. "Will additional personnel be necessary?" (e.g. bariatric patient, special team needed)

___ No ___ Yes - Who? _____

- The Telecommunicator does **NOT** need vital signs, lab values, or diagnoses. These are not part of EMD Protocol. The acute condition and status of awake and breathing are most important.
- If patient is in **arrest**, Telecommunicator needs to know if CPR is in progress **and** if AED is deployed.
- Refrain from using terms such as "Code" or "Full code." These terms are ambiguous and can mean different things to different people. If the patient is in arrest, tell the 911 Telecommunicator this.