



# What To Do in the First 5 Minutes

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# Quickly – Who am I?

- A volunteer Paramedic and an EMS educator
- 35 years EMS experience in a suburban community
- A business owner and a retired engineer
- A genuine experienced 911 responder



I have called 911...



# AND IT IS SCARY!

So I wrote this presentation to give you my view of what to do while you are waiting and first arrive at the hospital



# Stay Calm

- Realize this is something you cannot control and it is beyond your skills
- That is why people are supposed to call 911
- It will take us at least 5 minutes to get there



# Call 911, 9-911, 9-9-911

- What is your number? Here? At home? At work?
- Where are you?
- Where is the person who needs help?
- Are you on a cell? A land line?
- Are there others around who can help?



# Listen and They will speak

- This is the 911 dispatchers job...To Calm YOU so they can help you!
- They have questions, you have answers (maybe)
- They have directions, you can follow them (maybe)
- Pre-911 call information about you

# So why call 911?

- Allergic Reaction
- Chest Pain
- Unresponsive
- New Confusion
- Heat Stroke
- Strokes
- Uncontrolled Bleeds
- Difficulty Breathing
- Severe Burns
- Drowning
- Seizures
- Severe Pain
- Trauma/Crashes/Falls with bigger injuries





# Or less Specifically

- There is a threat to life or limb
- They could get sicker while you are driving them to the hospital
- You can't drive or you don't have a car
- Moving them could cause further injury
- Need skills/equipment you don't have
- There is horrible traffic/distance or delay



# Strokes and Heart Attacks

- Treatment is time dependent
- Know when the symptoms started
- In almost all cases the ambulance will call ahead and reserve a room for you if this is what they are also thinking



Be prepared to wait  
the longest 5 minutes  
of your life



# Know who will show

- This is unique to where you live
- Fire? Police? EMT? Paramedic?  
Helicopter?
- Varied levels of knowledge and experience
- You are your biggest advocate, but it  
doesn't mean you will get what you want
- This is true at the hospital also!



# What to do, What to do?

- Besides panic?
- Hope someone else steps in?
- Wish you were any where else?
- Wish it would not have happened?
- How about focus on the now and we'll help you get through it!



# Three things you CAN do

- Help us find you
- Help us help you
- Take care of the sick or hurt people



# How to help us find you

- Number your house or building
- Have clearly visible numbers from the street and in the dark
- Light up your house
- Have someone waiting at the end of the driveway or the entrance



# Help us help you

- Secure your indoor/outdoor animals (especially if I am the EMT)
- Have medical information ready
- Furniture/Rugs
- Exits/Entrances
- Vehicles
- Weather





# Medic Alert and Files of Life

- Personal Information
- Medical History
- Medications
- Allergies
- What hospital?
- Family contact information

# And no...

- We do not access your cell phone
  - It is almost always password protected
- USB and computer drives are not universal
  - Technological
  - Viruses
  - Inaccessible
- We like paper! Easy to read and pass on



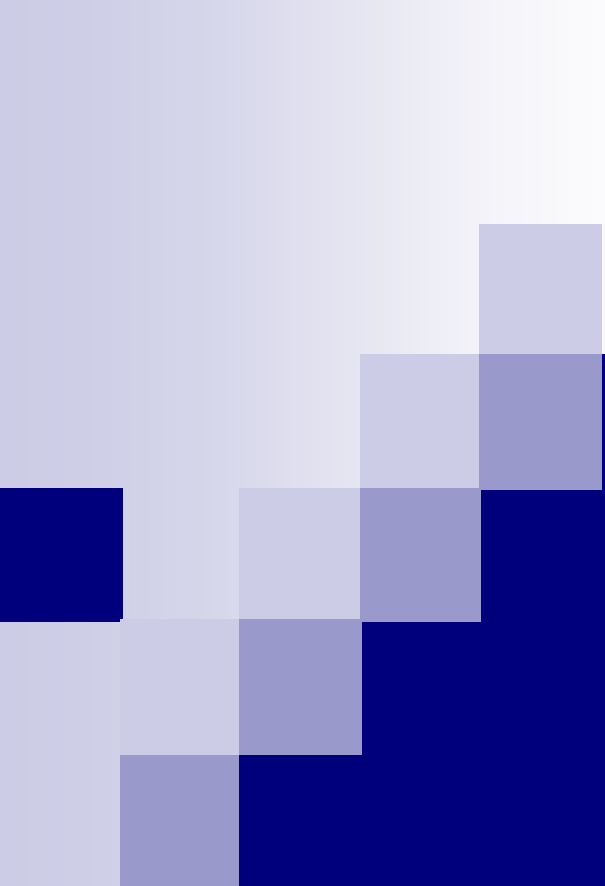
# Keep it up to date and visible

- Let your family know where it is
- List why you take medications
- Don't use abbreviations
- Explain those rare diseases



# Things to bring and expect

- Simple clothes and shoes
- Glasses and hearing aids
- What about medications?
- A book to read
- Cell phone and charger
- Money? Water? Snacks? Sweatshirt?



Oh yeah! I forgot you  
have someone to take  
care of (maybe you)!



# The Basics of First Aid

- Stay Safe
- Stay Clean
- Position
- Airway
- Breathing
- Pulses and Bleeding



# Simple Things

- Cover them with a blanket
- Roll them on their side
- Give them something to put over their bleeding
- Take a first aid and cpr class



# The Basics of Home First Aid

- Take your doctors prescribed medications as directed
  - Nitro
  - Inhalers
  - Epi Pens
  - Glucose
  - Aspirin






# To go in the ambulance or not?

- Not talking about the person 911 was called for
- Family has a choice, we can take one
- Think about how you are going to get home
- Realize your family might have to go to waiting room for a bit anyway
- The hospitals are really good about bringing family in as soon as feasible



# At the hospital

- They will ask all the same questions again
- They will have you get in a hospital gown
- They will take your vitals, do ekgs, order tests
- If you have unusual diseases they will ask you about them, and then go look them up

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- Always remember if you are not getting all the attention you want, sometimes that is a good thing
  - Be an advocate for yourself and for your family