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 dispatcher's 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
- 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 anywhere 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
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