

ALL
CALLER



State of New Jersey Emergency Medical Dispatch Guidecards



INDEX



February 11, 2020

ALERTS

2019 Novel Coronavirus



Approved by
State of New Jersey Department of Health
Office of Emergency Medical Services
<http://www.state.nj.us/health/ems>

Adopted by the
State of New Jersey
Office of Information Technology, Office of Emergency
Telecommunications Service
<http://www.nj.gov/911>

**Guidecard
Updates**

June, 2021



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2019 Novel Coronavirus

Interim Guidance

For patients who are short of breath/have a fever/are coughing AND travelled outside the United States within the past two weeks, please alert responders that the patient may have a “Possible Infectious Respiratory Illness” and to use contact and respiratory precautions.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>

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If PSAP call takers advise that the patient is suspected of having 2019-nCoV, ADVISE ALL RESPONDERS (Police, Fire, EMS, any others directly or through their dispatch) TO USE P.P.E.

Anyone from the general public with questions should be instructed to call The Hotline 1-800-222-1222 (NJ Poison Control)

ALL CALLER



ALL CALLER INTERROGATION



INDEX

1. "Where is your emergency?" (Address or Location)
2. "What is the number you are calling from?"
3. "What is the emergency?"
4. "What is your name?"
5. Determine age and sex of patient

6. "Is the patient conscious?" (Able to talk)



NO Dispatch ALS & BLS

7." Is the patient breathing **NORMALLY**?"

NO **UNCERTAIN** **YES**

Go to [CPR Instructions](#) for age group

Go to **CARDIAC ARREST/DOA**

Go to **UNCONSCIOUS/ FAINTING**

YES

7." Is the patient breathing **NORMALLY**?"

YES **NO / UNCERTAIN**

Determine chief complaint and turn to appropriate card.

Go to **BREATHING PROBLEMS**



Traumatic Injury

- ANIMAL BITES
- ASSAULT/DOMESTIC VIOLENCE/ SEXUAL
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- BURNS
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- FALL VICTIM
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MEDICAL CHIEF COMPLAINT

- ABDOMINAL PAINS
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- BACK PAIN
- BREATHING PROBLEMS
- CHEST PAIN / HEART PROBLEMS
- DIABETIC PROBLEMS
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- PSYCHIATRIC / BEHAVIORAL
- SEIZURES / CONVULSIONS
- SICK PERSON
- STROKE / CVA
- UNKNOWN / PERSON DOWN

Time / Life Critical

- CO / INHALATION
- CARDIAC ARREST / DOA
- ADULT CPR INSTRUCTIONS
- CHILD CPR INSTRUCTIONS
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- CHOKING
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Miscellaneous

- HAZMAT INCIDENT GUIDE
- INFECTIOUS DISEASE
- VEHICLE IN WATER
- AIRMEDICAL PROCEDURE



ANIMAL BITES



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“Is the animal contained?”

“What type of animal bit the patient?”

“What part of the body was bitten?”

“Is the patient short of breath or does it hurt to breathe?”

“Is the patient bleeding?”

IF YES, Go to: **BLEEDING/LACERATION**

“How long ago did they receive the bite?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Unconscious/not breathing normally.
Decreased level of consciousness.
Uncontrolled bleeding, after attempts to control.
Serious neck or face bites from animal attacks.
Bites from known poisonous animals.

Controlled bleeding.

Swelling at bite site.

Bite below neck, non-poisonous.



ANIMAL BITES Pre-Arrival Instructions

Contain the animal, if possible.
Lock away any pets.

If severe bleeding go to

**BLEEDING/LACERATION
Pre-Arrival Instructions**

If little or no bleeding, irrigate human and animal bites with copious amounts of water.

Have the patient lie down, Cover patient with blanket and try to keep them calm.

For snake bites:

Apply direct pressure to the wound.

Do not elevate extremity.

Do not use ice.

Do not attempt to remove venom.

For jellyfish stings:

Wash with vinegar or baking soda.

If the patient's condition changes, call me back.

Monitor for shock, Go to: **TRAUMATIC INJURY**

Prompts

Has law enforcement been notified?

Has Animal Control been notified?

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





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“Is the assailant nearby?”

“Are you safe?”

“Was it a physical assault vs. sexual assault?”

“How was the victim assaulted?”
(Stabbing, gunshot or major trauma go to appropriate card)

“What part of the patient is injured?”

“Is the patient bleeding?”

IF YES, Go to **BLEEDING/LACERATION**

SIMULTANEOUS ALS/BLS **BLS DISPATCH**

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- Unconscious/not breathing normally.
- Decreased level of consciousness.
- Crushing injury (except to hands or feet.)
- Puncture injury (head, neck, torso, thigh.)
- Multiple extremity fractures.
- Femur (thigh) fracture.
- Uncontrolled bleeding.

- Penetrating/crushing injury to hands or feet.
- Isolated extremity fracture.
- Minor injuries.
- Unknown injuries.
- Concerned caller without apparent injuries to victim.
- Police request stand-by/check for injuries.



ASSAULT / DOMESTIC / SEXUAL Pre-Arrival Instructions

Remain in a safe place, away from the assailant.

Obtain description of assailant(s),

Have the patient lie down, Cover patient with blanket and try to keep them calm.

Do not touch weapons.

Monitor for shock, Go To: **TRAUMATIC INJURY**

Advise patient not to change clothing, bathe or shower.

Keep patient warm.

Gather patient medications, if possible.

Do not allow the patient any food or drink.

If the patient's condition changes, call me back.

Prompts

Has law enforcement been notified? Relay details of incident and description of assailant(s).

Sexual Assault- non-injured, Follow County SART Protocols

Domestic Violence- non-injured, Follow local police protocols

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





“Where is the bleeding from?”

If the patient is female with vaginal bleeding

“Could she be pregnant?”

If YES, go to

PREGNANCY/CHILDBIRTH

“Does she have pain in the abdomen”

If YES consider

ABDOMINAL PAIN

“How much blood can you see?”

“How long have they been bleeding?”

“Is blood squirting out?” (arterial bleeding)

“Is the patient a hemophiliac (a bleeder)?”

“Has the patient recently traveled outside of the state/country?”

IF YES: ***“Where?”*** (Check [ALERTS](#))

SIMULTANEOUS ALS/BLS**BLS DISPATCH**

Decreased level of consciousness.
 Any arterial bleeding.
 Bleeding with history of Hemophilia.
 Rectal bleeding with significant blood loss.
 Vomiting blood or coffee ground material.
 Bleeding from mouth with difficulty breathing.
 Bleeding from the neck, groin, or armpit with significant blood loss.
 Vaginal bleeding if over 20 weeks pregnant, associated with lower abdominal pain or fainting.

Minor bleeding from any other area that can be controlled by direct pressure.



BLEEDING / LACERATION Pre-Arrival Instructions

If bleeding, use clean cloth and apply pressure directly over wound. Do not remove. If cloth becomes soaked, add more to what is already there.

Elevate bleeding extremities. IF Tourniquet is available apply following instructions on package.

Tourniquet Use

If nosebleed, tell the patient to apply direct pressure by pinching the nose tightly between their index finger and thumb, sit forward and hold it until help arrives. Attempt to spit out blood, swallowing may make patient nauseous.

Locate any amputated part(s) and place in clean plastic bag, **NOT ON ICE.**

If teeth, locate, **DO NOT** touch the root, and place them in container with milk or clean water.

Have the patient lie down, Cover patient with blanket and try to keep them calm.

Monitor for shock, Go To: **TRAUMATIC INJURY**

Advise patient not to move, eat or drink anything.

Gather patient medications, if possible.

If the patient's condition changes, call me back.

Prompts

Any bleeding that cannot be controlled by direct pressure should be considered critical.

Use of tourniquets cannot be properly instructed over the phone. They should be used only by people who have had proper training.

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





BURNS



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“How was the patient burned?”

THERMAL

“Is anything on the patient still burning?”

If YES, Stop the burning.

“Place burned area in cool water (not ice), if convenient”

ELECTRICAL

Go to **ELECTROCUTION**

CHEMICAL

“What chemical caused the burn?”

“Where is the patient burned?”

IF HEAD OR FACE:

“Is the patient short of breath, coughing or does it hurt to breathe?”

“Is the patient having difficulty swallowing?”

“Are there burns around their mouth and nose?”

“Are there any other injuries?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Decreased level of consciousness.
Burns to airway, nose, mouth.
Hoarseness, difficulty talking or swallowing.
Burns over 20% of body surface.
Electrical Burns/electrocution from 220 volts or greater, power lines/panel boxes.
2nd & 3rd degree burns (partial or full thickness) to Palms (hands), Soles (feet), Groin

Less than 20% body surface burned.
Spilled hot liquids.
Chemical burns to eyes.
Small burn from match, cigarette.
Household electric shock.
Battery explosion.
Freezer burns.



BURNS Pre-Arrival Instructions

THERMAL

Place burned area in cool water (not ice), if convenient

CHEMICAL

Have patient remove contaminated clothing, if possible.

If chemical, get information on chemical (MSDS Sheet if available).

If chemical is powder, brush off, **no water**.

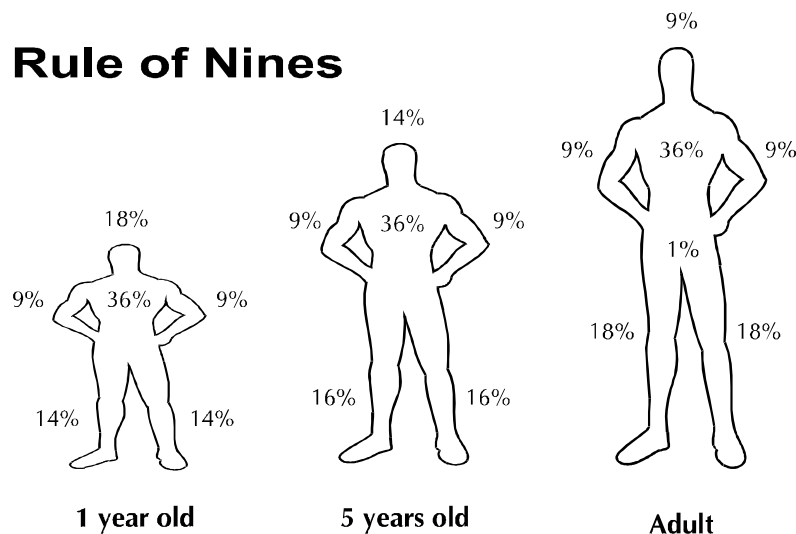
Flush chemical burns from eyes with water.

Remove contact lenses if present.

Gather patient medications, if possible.

If the patient's condition changes, call me back.

Rule of Nines



Prompts

Dispatch Fire Department/HAZMAT, according to local protocol.

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





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“What caused the injury?”

“Is eyeball cut open or leaking fluid?”

“Are there any other injuries?”

If YES go to appropriate Guidecard

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Unconscious/not breathing normally.

Decreased level of consciousness.

Uncontrolled bleeding.

Any eye injury.



EYE PROBLEMS / INJURIES Pre-Arrival Instructions

Do not remove any penetrating objects.

If eyeball is cut or injured, do not touch, irrigate, or bandage.

If a chemical injury, flush immediately with water. Continue until help arrives. Remove contact lenses.

Advise patient not to move.

Have patient **SIT** down.

Cover patient with blanket and try to keep them calm.

Nothing to eat or drink.

Gather patient medications, if possible.

If the patient's condition changes, call me back.

Monitor for shock, Go To: **TRAUMATIC INJURY**

Prompts

Removing object from the eye, direct pressure or flushing with water may cause further damage.

Large penetrating objects can cause damage to the upper airway.

Monitor patient for breathing difficulties.

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





FALL VICTIM



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“How far did the patient fall?”

“What kind of surface did the patient land on?”

“Are there any obvious injuries? What are they?”

“Did the patient complain of any pain or illness just prior to the fall?”

“Is the patient able to move their fingers and toes?”

(Do not have them move any other body part).

“Is the patient bleeding?”

IF YES, Go to

BLEEDING/LACERATION

SIMULTANEOUS ALS/BLS **BLS DISPATCH**

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- Decreased level of consciousness.
- Signs/symptoms of shock.
- Falls greater than 10 feet.
- Falls associated with or preceded by pain, discomfort in chest, dizziness, headache, or diabetes.
- Patient paralyzed.
- Uncontrolled bleeding.
- Multiple extremity fractures.
- Femur (thigh) fracture.

- Unconscious, but now conscious without critical symptoms.
- Falls less than 10 feet.
- Neck or back pain without critical symptoms.
- Controlled bleeding.
- Cuts, bumps, or bruises.
- Isolated extremity fracture.



FALL VICTIM Pre-Arrival Instructions

Do not move the patient if there are no hazards.

Advise patient not to move

Monitor for shock, Go To: **TRAUMATIC INJURY**

Have the patient lie down, Cover patient with blanket and try to keep them calm.

No food or drink.

Gather patient medications, if possible.

If the patient's condition changes, call me back.

Prompts

Is Rescue needed?

If unconscious, go to UNCONSCIOUS/BREATHING
NORMALLY AIRWAY CONTROL ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





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“What happened?”

“What was the source of the heat or cold?”

Heat Related

“Is the patient sweating profusely?”

“Is the patient confused, disoriented or acting strange?”

“Is the patient having hallucinations?”

“Is the patient dizzy, weak, or feeling faint?”

Cold Related

“Can the patient be moved to a warm area?”

“What was the length of exposure?”

“Is the patient complaining of pain? If so, where?”

“Are there any obvious injuries?”

“Is the patient taking any medications?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Decreased level of consciousness.
High body temperature **without** sweating.
Confused/disoriented/hallucinations.
Fainting (Syncope).
Cold Water Submersion.

Patient with uncontrollable shivering.
Heat Exhaustion:
Nausea, vomiting, fatigue,
headaches, muscle cramps, dizziness,
with no critical symptoms.



HEAT / COLD EXPOSURE Pre-Arrival Instructions

Remove from hot/cold environment if possible.

Narcotics and Psych Medications may exacerbate and/or mask symptoms

Heat Related

If patient is over-heated, have them lie down in a cool place. Loosen clothing to assist cooling.

Nothing by mouth if heat stroke is indicated or there is a decrease of consciousness.

Cold Related

If patient is cold and dry, move to a warm environment and cover patient.

If patient is cold and wet, move to a warm environment, remove clothing and cover patient.

Do not rub frostbitten extremities.

Gather patient medications, if possible.

If the patient's condition changes, call me back.

Prompts

Heat Exhaustion:

Nausea, vomiting, fatigue, headache, muscle cramps and dizziness.

Heat Stroke:

High body temperature, absence of sweating, rapid pulse, strange behavior, hallucinations, agitation, seizure and/or coma.

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





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“What happened?”

If patient is trapped in or under an object:

“What part of the person is trapped?”

“Are there any obvious injuries? What are they?”

If amputation:

“What part of the body has been amputated?”

“Do you have the amputated parts?”

If bleeding: Go to

BLEEDING/LACERATION

If burned: Go to

BURNS

If Electrocution: Go to

ELECTROCUTION

“Is the patient able to move their fingers and toes?”

(**DO NOT** have them move any other parts of their body).

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Decreased level of consciousness.
 Accident with crushing or penetrating injury to: head, neck, torso, thigh.
 Patient entrapped. PROMPT (Dispatch Rescue Unit)
 Amputation other than fingers/toes.
 Patient paralyzed.
 Uncontrolled bleeding.
 Multiple extremity fractures.
 Femur (thigh) fracture.

Unconscious, but now conscious without critical symptoms.
 Amputation/entrapment of fingers/toes.
 Neck or back pain without critical symptoms.
 Controlled bleeding.
 Cuts, bumps, or bruises.
 Patient assist.
 Involved in accident, no complaints.



INDUSTRIAL ACCIDENTS Pre-Arrival Instructions

If machinery involved, turn it off (attempt to locate maintenance person).

Do not move patient if there are no hazards.

Advise patient not to move.

Do not enter a confined space to tend to the patient.

Have someone meet the ambulance to guide them to the patient.

Have the patient lie down, Cover patient with blanket and try to keep them calm.

Nothing to eat or drink.

Locate any amputated parts and place in clean plastic bag, **NOT ON ICE.**

If teeth, locate, **DO NOT** touch the root, place in milk or clean water.

Monitor for shock, Go to: **TRAUMATIC INJURY**

If the patient's condition changes, call me back.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

Is Fire Department /Rescue needed?

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





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“What part(s) of the body is injured?”

“Is more than one person injured?”

“When did this happen?”

“Is there bleeding?”

IF YES, Go to

BLEEDING/LACERATION

“Was it intentional or an accident?”

If intentional, *“Is assailant still present?”*

“What type of weapon was used?”

“Is the weapon still present?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Unconscious/not breathing normally.

Decreased level of consciousness.

Uncontrolled Bleeding.

Leg injury above the knee.

Wounds to head neck, torso, or thigh.

Multiple Casualty Incident.

Wounds to the arms below the elbow or on the

leg below the knee.



STABBING/GUNSHOT/ASSAULT Pre-Arrival Instructions

Tell caller to remain safe (beware of assailant).

Do not disturb the scene or move weapons.

Do not pull out any penetrating weapons.

Monitor for shock, Go to: **TRAUMATIC INJURY**

Have the patient lie down, Cover patient with blanket and try to keep them calm.

If the patient's condition changes, call me back.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY

AIRWAY CONTROL ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

Has law enforcement been notified?

Advise responders when scene is secure.

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





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“How was the patient injured?”

“Where is the patient injured?”

“Describe what happened.”

“Is the patient bleeding?”

IF YES, Go to

BLEEDING/LACERATION

Indications of Shock

“Is the patient’s skin cool and clammy, mottled, or profusely sweating?”

“Is the patient’s breathing rapid and shallow?”

“Are the patient’s pupils dilated?”

“Does the patient appear confused?”

“Does the patient feel weak or fatigued?”

“Is the patient’s mouth dry or do they feel thirsty?”

SIMULTANEOUS ALS/BLS **BLS DISPATCH**

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- Unconscious/not breathing normally.
- Decreased level of consciousness.
- Penetrating/crushing injury to head, neck, torso, thigh.
- Multiple extremity fractures.
- Leg injury above the knee.
- Uncontrolled bleeding.
- Indications of shock.

- Penetrating/crushing injury to hands or feet.
- Unknown or internal injuries without indication of shock.
- Minor injuries.
- Concerned caller without apparent injuries to victim.
- Isolated extremity fracture.
- Police request stand-by/check for injuries.



TRAUMATIC INJURY Pre-Arrival Instructions

Do not move patient, unless there are hazards to the patient.

Do not remove or touch impaled object.

Monitor for shock:

Skin cool and clammy or mottled, rapid shallow breathing, fatigue, altered mental state, dilated pupils.

Use care not to obstruct the airway or breathing.

Have the patient lie down, Cover patient with blanket and try to keep them calm.

Do not disturb anything.

Gather patient medications, if possible.

Locate any amputated parts and place in clean plastic bag, **NOT ON ICE.**

If teeth, locate, **DO NOT** touch the root, place in milk or clean water.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, **NOT** breathing normally, go to [CPR](#) for appropriate age group.

Is Law Enforcement and/of Fire Rescue needed?

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





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“Did you stop or drive by?”

“What type of vehicle(s) are involved?”

“How many patients are injured?”

“Are all of the patients free of the vehicle?”

“Is anyone trapped in the vehicle?”

“Was anyone thrown from the vehicle?”

“Are there any hazards present?” (Is the scene safe?) Is there:

Fire?

Fluids leaking? (Consider HAZMAT)

Wires down?

“Describe what happened.” “Did the airbags deploy?” “How fast was the vehicle moving?”

As injuries or medical conditions become known go to appropriate Guidecard(s).

SIMULTANEOUS ALS/BLS

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Reported injuries with following mechanisms:
 Vehicle vs. immovable objects.
 Vehicles involved in head-on or T-bone collision.
 Car vs. pedestrian, motorcycle or bicycle.
 Patient(s) trapped or ejected.
 Vehicle roll over.
 Critical criteria – injuries to head, neck, torso, thigh.
 Multiple Casualty Incident.

Accident with injury, no critical criteria.
 Police request stand-by/check for injuries.

ALL
CALLER



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VEHICLE RELATED INJURIES Pre-Arrival Instructions

Do not approach vehicle if any indication of fire, downed wires or other hazards.

If able to enter crash scene, **DO NOT** move patient(s) unless there are hazards.

Monitor for shock, Go to: **TRAUMATIC INJURY**

If the patient's condition changes, call me back

Prompts

Has Law Enforcement been notified?

Is Fire Department /Rescue/HAZMAT needed?

If caller can provide information about patient(s) go to appropriate Guidecard(s).

**FOLLOW AIR MEDICAL
DISPATCH GUIDELINES**





“Is the pain due to an injury to the patient?”

“How does the patient feel sitting up?”

“Is the pain above or below the belly button?”

If the patient is female between 12-50 years:

“Could she be pregnant?”

“Has there been vaginal bleeding?” If yes,

“How much?”

“Has she said she felt dizzy?”

“Has the patient vomited?”

If yes, ***“What does the vomit look like?”***

“Are the patient's bowel movements black and tarry?”

“Is the patient wearing a Medic Alert tag?”

If yes, ***“What does it say?”***

“Does the patient have Addisons Disease, recent trauma or any other medical or surgical history?”

“Has the patient recently traveled outside of the state or country? IF YES: “Where?” (Check [ALERTS](#))

Symptoms of an Addison or “adrenal” crisis include:

Severe vomiting and diarrhea

Dehydration

Low blood pressure

Loss of consciousness

SIMULTANEOUS ALS/BLS

BLS DISPATCH

Vomiting blood (red/dark red) or coffee ground-like substance.

Pain with prior history of Addisons disease or adrenal insufficiency.

Black tarry stool.

Lower abdominal pain, woman 12-50 years (if associated with dizziness or fainting or heavy vaginal bleeding).

Upper abdominal pain with prior history of heart problem.

Abdominal pain with fainting or near fainting, patient over 50 yrs.

Fainting/near fainting when sitting. (hypotension)

Pain with vomiting.

Flank pain (Kidney stone).

Abdominal (non-traumatic).

Pain unspecified.



ABDOMINAL PAINS Pre-Arrival Instructions

Nothing to eat or drink.

Monitor for shock:

Skin cool and clammy or mottled, rapid shallow breathing, fatigue, altered mental state, dilated pupils.

Gather patient medications, if any.

If the patient's condition changes, call me back.

Symptoms of an Addison or "adrenal" crisis include:

Severe vomiting and diarrhea

Dehydration

Low blood pressure

Loss of consciousness

If not treated, an Addison crisis can be fatal.

Prompts

If unconscious, go to UNCONSCIOUS/ BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

Short Report

Age

Sex

Specific location

Chief complaint

Pertinent related symptoms

Medical/Surgical history, if any

Other agencies responding

Any dangers to responding units



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“Does the patient have a history of a reaction to anything?”

IF YES: “Describe the reaction the patient had before.”

***“Is the patient having:
difficulty swallowing?
difficulty breathing?
or both?”***

“Is the patient complaining of itching, hives, or rash?”

“Are the symptoms getting worse?”

“Is the patient wearing a Medic Alert tag?”
IF YES “What does it say?”

“How does the patient act when they sit up?”

SIMULTANEOUS ALS/BLS

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Unconscious/not breathing normally.
Decreased level of consciousness.
Difficulty breathing.
Difficulty swallowing.
Cannot talk in full sentences.
Swelling in throat or on face.
Fainting.
History of severe reaction.
Itching or hives in multiple areas.

Call delayed longer than 30 minutes with history of reaction.
Concern about reaction, but no history.
Reaction present for long time (hours), no difficulty breathing.
Itching or hives in one area.



ALLERGIES / STINGS

Pre-Arrival Instructions

“Do you have a Epi-Pen or reaction kit?”
If Yes, “Have you used it as directed?”
 If they have not used it, ***“Use it following the directions on the kit.”***

Auto-Injector

Brush the stinger off, if possible. Do not attempt to grasp stinger.

Apply ice to site of sting.

Have the patient rest in the most comfortable position.

Keep neck straight – remove pillows.

Watch patient for signs of difficulty breathing (slow breathing), or cardiac arrest. **Go to appropriate GUIDECARD if indicated.**

Gather patient medications, if any.

If the patient’s condition changes, call me back.

Prompts

Short Report

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

- Age
- Sex
- Specific location
- Chief complaint
- Pertinent related symptoms
- Medical/Surgical history, if any
- Other agencies responding
- Any dangers to responding units



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“Has the patient felt dizzy or fainted?”

“Does the patient have any other medical or surgical history?”

“Is the patient’s pain due to an injury or recent fall?”

“Is the patient incontinent of urine or have urinary retention?”

“Is the patient wearing a Medic Alert tag?”

IF YES ***“What does it say?”***

“Does the patient take blood thinners?”

“Does the patient have Addisons Disease or adrenal insufficiency?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Decreased level of consciousness.

Non-traumatic back pain with prior history of Addison’s disease or adrenal insufficiency.

Non-traumatic back pain with prior history of heart problem.

Back pain with fainting or near fainting, patient over 50 years.

Flank pain/back (Kidney stone).
Back pain (non-traumatic).
Back pain unspecified.
Chronic back pain.



BACK PAIN Pre-Arrival Instructions

If the pain is due to an injury, tell the patient not to move unless hazards are present.

Nothing to eat or drink.

Have the patient rest in the most comfortable position.

Gather patient medications, if any.

If the patient's condition changes, call me back.

Symptoms of an Addison or "adrenal" crisis include:

- Severe vomiting and diarrhea
- Dehydration
- Low blood pressure
- Loss of consciousness

If not treated, an Addison crisis can be fatal.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group

Short Report

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“Is the patient on asthma medication, or ever used them?”
“Is the patient able to speak in full sentences?”
“Is the patient drooling or having a hard time swallowing?”
“What has changed about their breathing to prompt you to call?”
“Has the patient ever had this problem before?”
“How long has this been going on?”
“Does the patient have to sit up to breathe?”
“What was the patient doing just prior to when he/she became short of breath?”

“Does the patient have any other medical or surgical history?”
“Does the patient have any allergies?”

If sudden onset:
“Has the patient been hospitalized recently for childbirth or a broken leg?”

If female,
“Does the patient take medication for birth control?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Any patient complaining of breathing or respiratory difficulty, examples of symptoms may include:
 Difficulty breathing with chest pain.
 Unable to speak in full sentences.
 History of Asthma or respiratory problems.
 Inhaled substance.
 Recent childbirth/broken leg/hospitalization (within 2-3 months).
 Drooling/difficulty swallowing.
 Tingling or numbness in extremities/around mouth, 35 or older.

Cold symptoms.
 Stuffy nose / congestion.
 Oxygen bottle empty.
 Patient assist.
 Long term, no change.



BREATHING PROBLEMS Pre-Arrival Instructions

Keep patient calm.

Patient may be more comfortable sitting up.

Tell patient not to exert him/herself.

Gather patient medications, if possible.

If the patient's condition changes, call me back.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

Short Report

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“Where in the chest is the pain located?”

“Does the patient feel pain anywhere else? If so, where?”

“How long has the pain been present?”

“Is the patient sweating profusely?”

“Is the patient nauseated or vomiting?”

“Is the patient weak, dizzy, or faint?”

“How does the patient act when he/she sits up?”

“Does the pain change when the person breathes or moves?”

“Has the patient ever had a heart problem, heart surgery, a device to help their heart work or a previous heart attack?”

“Is the patient experiencing rapid heart rate with chest pain?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Patient over 35 with any critical symptom.

Decreased level of consciousness.

Patient complaining of chest pain with any of the critical symptoms:

Short of breath, nausea, diaphoretic (sweating profusely), rapid heart rate, syncope (weak, dizzy or faint) or with cocaine/crack (drug) use.

Patients under 35, **without** critical symptoms



CHEST PAIN / HEART PROBLEMS Pre-Arrival Instructions

“Can the patient take aspirin?”

If yes: ***“Have they had any bleeding from mouth or rectum?”***

If no bleeding, advise caller to assist patient to take 1 full size (325mg) adult aspirin or 4 low dose (81mg) tablets. Have the patient **chew** them before swallowing.

“Does the patient have nitroglycerin?”

If yes: ***“Has the patient taken one?”***

if not taken, ***“Take as the physician has directed”*** (patient should be seated).

Have the patient sit or lie down, whichever is more comfortable.

Keep patient calm.

Loosen any tight clothing.

Gather patient medications, if any.

If the patient’s condition changes, call me back.

STEMI and PCI CENTERS
http://www.state.nj.us/health/ems/documents/stemi_pci_centers.pdf

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL.
([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

If the patient has a ventricular assist device, (may be called a VAD, heart pump, RVAD, LVAD, BVAD, or LVAS) **do not perform chest compressions.**

If patient has a pacemaker or internal defibrillator CPR can be performed if needed

Short Report

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Medical/Surgical history, if any

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Any dangers to responding units



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“Is the patient on insulin?”

If so, ***“When did they take their medication?”***

“When did the patient last eat?”

“Does the patient have a glucose meter?”

If Yes, ***“Do you have a current level?”***
(Range usually between 70 and 180)

“Is the patient acting in their normal manner? If not, “What is different?”

“Are they dizzy, weak, or feeling faint?”

“Is the patient complaining of any pain? Where is it located?”

“Is the patient sweating profusely?”

“Has the patient had a seizure?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Unconscious/not breathing normally.

Awake/alert.

Decreased level of consciousness.

Not feeling well.

Unusual behavior/acting strange.

Profuse sweating.

Seizure.



DIABETIC PROBLEMS Pre-Arrival Instructions

Nothing by mouth if the patient is unable to take it by himself/herself.

IF the patient is conscious enough to swallow and the patient's blood glucose level is known and is **below 70 mg/dl** or the blood glucose level is **NOT KNOWN**, and the patient is acting inappropriately then give juice with 2 to 3 teaspoons of sugar in it.

(Giving this amount of sugar to a person with high blood glucose levels will not hurt them and may help a person with low levels).

Allow patient to find a comfortable position.

Gather patient medications, if any.

If the patient's condition changes, call me back.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

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“Does the patient have a headache history?”

“Is the headache different than headaches the patient has had in the past?”

“Did the headache come on suddenly or gradually?”

“What was the patient doing when the headache started?”

“How is the patient acting? If unusual, how?”

“Does the patient take blood thinners?”

“Does the patient know where they are and who they are?”

“Does the patient have pain anywhere else?”
IF YES, ***“Where?”***

“Has the patient had a recent illness, injury or trip to an Emergency Department?”
IF YES, ***“for what?”***

“Is the patient wearing a Medic Alert Tag?”
IF YES, ***“What does it say?”***

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Headache with these critical symptoms:
Decreased level of consciousness.
Mental status change.
Worst headache ever.
Sudden onset.
Visual disturbance, with no history of migraines.

Headache without critical symptoms.



HEADACHE Pre-Arrival Instructions

Nothing by mouth.

Allow the patient to find position of comfort.

Gather patients medications, if any.

If the patient's condition changes, call me back.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

Short Report

Age
Sex
Specific location
Chief complaint
Pertinent related symptoms
Medical/Surgical history, if any
Other agencies responding
Any dangers to responding units



KEY QUESTIONS

“Do you have any idea what the patient took?”

Get the name of the product or substance.
Contact Poison Control.

“Was it a prescription medication, non-prescription over-the-counter medication, herbal supplement, street drug or a combination of medications?”

“Has the patient consumed alcohol?”

If cocaine or crack, ***“Is the patient complaining of any pain?”***

“Is the patient having difficulty swallowing?”

“Is the patient acting normally?”
IF NOT, ***“What is different?”***

**ALERT #20170815
MUSHROOM POISONING**

SIMULTANEOUS ALS/BLS

BLS DISPATCH

DISPATCH

OD/Poisoning/Ingestions with these critical symptoms:
Unconscious/not breathing normally.
Any overdose of medication with altered level of consciousness.
Cocaine/crack with chest pain.
Ingestion of household cleaners, antifreeze, solvents, methanol, cyanide, insecticides.
Difficulty swallowing.
Alcohol intoxication, patient **cannot** be aroused.
Combined alcohol and drug overdose.

Drugs intentional/accidental ingestion without critical symptoms.
3rd party report, caller not with patient.
Reported OD, patient denies taking medications or unknown if medications/substance taken.
Known alcohol intoxication without other drugs, can be aroused.



OD / POISONING / INGESTIONS Pre-Arrival Instructions

If the substance can be identified as Heroin or other opioid.

Heroin •Codeine (Tylenol #3) •Morphine (Kadian, Avinza) Fentanyl (Actiq, Duragesic, Fentora) •Hydrocodone (Vicodin, Lortab, Vicoprofen) •Oxycodone (Percocet, Oxycontin) •Hydromorphone (Dilaudid)•Methadone •Meperidine (Demerol) •Tramadol (Ultram, Ultracet) •Buprenorphine (Buprenex, Suboxone, Subutex)

“Do you have a NARCAN or NALOXONE kit?”

If **yes** ***“Have YOU used it as directed?”***

If they have not used it, ***“Use it following the directions on the package.”***

NARCAN INSTRUCTIONS

Keep patient in area/house, if safe.

Get container of substance taken, if at the scene.

Do not force coffee or place patient in shower.

Nothing by mouth, including Ipecac, unless advised by Poison Control.

Monitor patient’s breathing and level of consciousness.

If the patient’s condition changes, call me back.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

Is Law Enforcement needed?

Poison Control Center 1-800-222-1222, or one button transfer)

Short Report

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Pertinent related symptoms

Medical/Surgical history, if any

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Any dangers to responding units



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If the caller knows the patient
“Is the patient acting in their normal manner?”
 IF NOT, ***“What is different or unusual?”***

***“Is the Patient:
 “Acting violent, aggressive, shouting or yelling?”
 “Removing their clothing or naked?”
 “Sweating profusely?”
 “Breathing rapidly or drooling?” (Excited Delirium)
 “Is patient a diabetic?”***
 Consider **DIABETIC PROBLEMS**

“Has the patient harmed them self?”
 IF YES: (Consider traumatic injury card)
 IF NO, ***“Do you think the patient might harm them self?”***
“Does the patient have a history of depression?”
“Does the patient have a history of harming them self or others?”
“Has the patient ever attempted suicide?”
“Has the patient recently traveled outside of the state or country?” IF YES: ***“Where?”*** (Check [ALERTS](#))

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Decreased level of consciousness

Patient presenting with

- Extreme violent or aggressive behavior
- Sweating profusely
- Removing clothes or naked
- Rapid breathing, drooling
- Incoherent shouting or yelling

Lacerated wrist(s) with controlled bleeding.
 Unusual behavior with a psychiatric history.
 Known alcohol intoxication without other drugs (can be aroused).
 Threats against self or others.
 Police request for stand-by.
 Patient out of psychiatric medications.



PSYCHIARTIC / BEHAVIORAL PROBLEMS Pre-Arrival Instructions

Keep the patient in area, if safe.

Keep patient calm, if possible.

If you feel you are in danger, leave the scene.

Gather patient medications, if any.

If suicide is indicated, try to determine the means. Attempt to help the patient using the appropriate Guidecard. Alert responders to hazards such as gas, chemicals, weapons etc.

Suicidal callers may be reluctant to give location. Use interrogation skills, ALI screen, Phase II wireless information and contacting telephone service provider.

Prompts

Psychiatric and behavioral problems are usually not life threatening. However, that can change quickly if the patient is not treated appropriately. Specialized training and resources are available to help assist dispatch and field responders encountering these situations.

Consider Crisis Center.

Has Law Enforcement been notified? Is there an Excited Delirium Protocol for Law Enforcement and EMS?

Short Report

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Pertinent related symptoms

Medical/Surgical history, if any

Other agencies responding

Any dangers to responding units



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“Is the patient still seizing?”

IF YES ***“How long has the patient been seizing?”***

“Has the patient had a seizure before?”

“Is the patient on medication or is he/she a recreational drug user?”

“Has the patient had a recent head injury?”

“Is the patient a diabetic?”

Consider. **DIABETIC PROBLEMS**

IF PATIENT IS A CHILD:

“Has the child been sick?”

“Does the child have a fever or feel hot?”

IF PATIENT IS FEMALE:

“Is the woman pregnant?”

“Does the patient have a medic alert bracelet on?”

IF YES, ***“What does it say?”***

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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- Decreased level of consciousness.
- Not breathing after seizure stops.
- Extended seizures greater than 5 minutes.
- Multiple seizures.
- Febrile seizures.
- First time seizure or seizure, unknown history.
- Secondary to drug overdose, diabetic, pregnancy, or recent head injury.
- Any seizure that is different than normal.

Single seizure with history of seizure disorder.



SEIZURES / CONVULSIONS Pre-Arrival Instructions

Clear area around the patient.

Do not restrain patient.

Do not place anything in patient's mouth.

If patient is a child, remove clothing to cool patient if hot and feverish

After seizure has stopped, check to see if patient is breathing.

IF NO, Determine appropriate age group.

Go to **CARDIAC ARREST/DOA** instructions for appropriate age group.

IF YES, Have patient lie on side. Monitor breathing.

Gather patient medications, if any.

If the patient's condition changes, call me back.

Prompts

Any seizure with an unknown medical history is assumed to be first time seizure.

If unconscious after seizure, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL ([NON-TRAUMA](#)) ([TRAUMA](#))

Short Report

- Age
- Sex
- Specific location
- Chief complaint
- Pertinent related symptoms
- Medical/Surgical history, if any
- Other agencies responding
- Any dangers to responding units



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“Does the patient feel pain anywhere? If so, where?”

(Consider appropriate card: Back, chest, abdomen)

“Does the patient feel lightheaded or dizzy?”

“Does the patient have Addisons Disease or any other medical or surgical history?”

“What is the patient complaining of?”

“How does the patient look?”

“Have you checked for a medic alert tag? If there is an alert tag, what does it say?”

“Is there insulin in the refrigerator?”

“Has the patient recently traveled outside of the state of country?” IF YES: ***“Where?”*** (Check [ALERTS](#))

Flu Symptoms

“Is the patient complaining of: “Fever, headache. Tiredness, (can be aroused), cough, sore throat, runny or stuffy nose, body aches or diarrhea and vomiting (more common among children than adults)?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Decreased level of consciousness.

Prior history of Addisons disease or adrenal insufficiency with dehydration, severe vomiting and diarrhea or low blood pressure.

Multiple fainting episodes.

Generalized weakness.

Medic alert from alarm company.

Flu symptoms:

(Without critical signs, symptoms or other medical options)

High blood pressure without critical symptoms.

High temperature.

Patient assist.



SICK PERSON Pre-Arrival Instructions

Gather patient medications, if possible.
If the patient's condition changes, call me back.

Symptoms of an Addisons or "adrenal" crisis include:

- Severe vomiting and diarrhea
- Dehydration
- Low blood pressure
- Loss of consciousness

If not treated, an Addison crisis can be fatal.

For a more detailed interrogation go to:

INFECTIOUS DISEASE

If the caller is requesting information about the Flu, have them call the NJDHSS Hotline at:

1-800-962-1253

Prompts

If unconscious, go to **UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL**. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, **NOT** breathing normally, go to [CPR](#) for appropriate age group.

If a specific chief complaint is identified the EMD should use the guidecard that suits the patient's chief complaint.

Short Report

- Age
- Sex
- Specific location
- Chief complaint
- Pertinent related symptoms
- Medical/Surgical history, if any
- Other agencies responding
- Any dangers to responding units



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“When did this start?”

Does the patient have:

“Sudden numbness or weakness of the face, arm or leg?” (Especially on one side of the body.)

“Sudden confusion, trouble speaking (slurring) or understanding?”

“Sudden trouble seeing in one or both eyes?”

“Sudden trouble walking, dizziness, loss of balance or coordination?”

“Sudden severe headache?”

“Has the patient ever had a stroke?”

“Has the patient had any recent injury/trauma?”

“A history of diabetes?”

“Any other medical or surgical history?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Unconscious/not breathing normally.

Marked change in level of consciousness.

New onset of one sided weakness with paralysis, facial droop, slurred speech, confusion, loss of vision, loss of coordination, severe headache.

Past history of stroke (CVA) with no new changes.



STROKE / CVA Pre-Arrival Instructions

Keep patient calm.

Don't allow patient to move around.

If unconscious or having difficulty breathing, go to

UNCONSCIOUS AIRWAY CONTROL

Nothing by mouth (to eat or drink).

Gather patient medication, if any.

STROKE CENTERS

http://www.state.nj.us/health/ems/documents/stroke_centers.pdf

If the patient's condition changes, call me back.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

Short Report

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Medical/Surgical history, if any
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Any dangers to responding units



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“Are there any obvious injuries?”

If the caller knows the patient:

“Can you see blood or any other fluid around the patient?”

“Has the patient recently traveled outside of the state or country?” IF YES:
“Where?” (Check [ALERTS](#))

“Have you checked for a medic alert tag?”

“Does the patient have Addisons Disease or any other medical or surgical history?”

IF YES ***“What does it say?”***

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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Unconscious/not breathing normally.

Unknown (Third Party Call) without indications of unconsciousness.

Decreased level of consciousness.

Patient talking, moving, sitting, or standing.

Multiple Casualty Incident Criteria.



UNKNOWN / PERSON DOWN Pre-Arrival Instructions

If there is no danger, go to patient to see if patient is awake, breathing normally, or moving at all.

Watch for the emergency unit and direct them to the patient.

If the patient's condition changes, call me back.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

Short Report

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“Is a CO Detector activated?”

Inhalations

***“Is patient complaining of:
Headache, confusion, weakness,
fatigue, nausea, vomiting or dizziness?”***

***“What is the name of the inhaled
substance?”***

“Is patient breathing normally?”

***“What is the source of the inhaled
substance?”***

If NO go to **BREATHING PROBLEMS**

If a commercial property,
“Is the MSDS sheet available?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

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CO Detector activation with Critical Symptoms:

Chemicals on patient’s skin or clothing, no critical symptoms.

Unconscious/LOC/not breathing normally.

Third party report, caller not with patient.

Decreased level of consciousness.

Inhalation household cleaners, antifreeze,
solvents, methanol, cyanide, or insecticides with
difficulty swallowing/breathing.

ALL
CALLER



INDEX

CO / INHALATIONS Pre-Arrival Instructions

Get patient to fresh air immediately.

If the patient's condition changes, call me back.

If unable to go outside, open all doors and windows.

If the caller is unable to move the patient or open window ask caller to remain outside until help arrives.

Turn off any appliance with an open flame.
(heaters, stoves, fireplaces, etc.)

Prompts

Short Report

CO Detector, Get everyone out of the house.

Consider Poison Control Center (1-800-222-1222, or one button transfer).

Dispatch Fire Department / HAZMAT per local protocol and proceed to

HAZMAT

Age

Sex

Specific location

Chief complaint

Pertinent related symptoms

Medical/Surgical history, if any

Other agencies responding

Any dangers to responding units



KEY QUESTIONS

If unsure about consciousness

:

“Does the patient respond to you? Talk to you? Answer questions? Hear you?”

“Does the patient move? Flinch? Move arms or legs?”

“Are the pupils fixed and dilated?”

If unsure about breathing:

“Look and see if the chest rises and falls.”

“Listen for the sound, frequency and description of breaths.”

Agonal respirations are often reported as:

- gaspings, snoring, or gurgling
- barely breathing
- moaning
- weak or heavy
- occasional

SIMULTANEOUS ALS/BLS

BLS DISPATCH

DISPATCH

Unresponsive

Unconscious/not breathing adequately (Agonal) or not at all.

Possible DOA of unknown origin

Delayed response

FOLLOW LOCAL PROTOCOL

CONFIRMED HOSPICE

EXPECTED DEATH



CARDIAC ARREST / DOA Pre-Arrival Instructions

Go to CPR card for the appropriate age group.

Age 8 years and ABOVE

ADULT CPR INSTRUCTIONS

Age 1 year to 8 years

CHILD CPR INSTRUCTIONS

Age 0 to 1 year

INFANT CPR INSTRUCTIONS

If the patient is an adult and in cardiac arrest after asphyxia (unable to breath) or drowning, CPR should be attempted with rescue breathing.

Go to:

Adult CPR with Rescue Breathing

Prompts

Agonal respirations are ineffective breaths which occur after Cardiac Arrest. Indicate the need for CPR.

**If the caller states the patient has a pulse but is not breathing!
Go to SPECIAL CONSIDERATIONS on Page 4**

Brief generalized seizures may be an indication of cardiac arrest.

Short Report

- Age
- Sex
- Specific location
- Chief complaint
- Pertinent related symptoms
- Medical/Surgical history, if any
- Other agencies responding
- Any dangers to responding units

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

***“Does anyone there know how to do
CPR?”***

NO

YES

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

“Do you need help in remembering the procedures?”

NO

YES

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

***“Begin CPR on the patient now.
I’ll stay on the line if you need me until help
arrives.”***

**Go to CPR
Instructions**

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

“Get the phone NEXT to the patient if you can.”

OK

CAN'T

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

“Do you have a cordless phone?”
***“Is there a phone that may be closer to the
patient?”***
***“Can someone there relay my instructions to
you?”***
**[If not] *“I’ll give you the instructions, then
return to the phone.”***
“If I’m not here, stay on the line.”

OK

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

***“Listen carefully. I’ll tell you what to
do.
Get the patient FLAT on their back,
on the floor.”***

OK

CAN’T

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

***“Is there anyone there that can help
you gently roll or slide the patient to
the floor?”***

***[If not] “Can you get help and return to
the phone?”***

OK

**NO HELP /
CAN'T
Begin, make
your best
attempt**

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

“Is there an automatic defibrillator in the area?”

NO

YES

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

Go to CPR Instructions

Compressions Only

With Rescue Breathing

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

**DO NOT OPERATE AED IN/OR
AROUND:**
Water, snow or ice.
Bathtubs, pools or Jacuzzis.
Metal, street ventilation gates.
Hazardous materials.
Any type of conductive medium

AED Instructions

If alone, have caller obtain AED and return to patient.
Open the machine and turn it on. Follow the voice prompts and instructions from the machine. Use large size pads on adults.

If others are present have someone obtain AED while caller begins CPR. When AED arrives instruct person to set up AED for use without interrupting CPR in progress. Use large size pads on adults.

Advise when AED is ready to use.

Stop CPR and turn on the AED.

Follow the voice prompts and instructions from the machine

Go to CPR Instructions

Compressions Only

**With Rescue
Breathing**

ALL
CALLER



ADULT CPR INSTRUCTIONS



INDEX

Compression Only CPR

“Kneel at the patient’s side and bare the chest, do you see any tubes or wires coming out of the chest or abdomen?”

If YES, STOP- DO NOT START CPR, Go to SPECIAL CONSIDERATIONS.

If NO

“Put the HEEL of your HAND on the CENTER of their CHEST, between the nipples”

“Put your OTHER HAND ON TOP of THAT hand.”

“PUSH DOWN on the HEELS of your hands, at least 2 inches.”

“ PUSH HARD AND FAST 100 to 120 times per minute.”

If an AED becomes available click AED Instructions

**Go to AED
Instructions**

If the caller states the patient has a pulse but is not breathing!

Go to [SPECIAL CONSIDERATIONS](#)

If there is more than one person present that is willing to perform CPR have them switch with the person doing CPR every 2 minutes

If appropriate, the PSAP may have the caller put their cell phone on “speaker” to help with the timing of the compressions.

Video streaming from the callers cell phone may also be considered by the PSAP.



CPR with Rescue Breathing

“Put the **HEEL** of your **HAND** on the **CENTER** of their **CHEST**, between the nipples”

“Put your **OTHER HAND ON TOP** of **THAT** hand.” “**PUSH DOWN** on the **HEELS** of your hands, at least **2 inches**.”“ **PUSH HARD AND FAST 100 to 120 times per minutes 30 times**”.

“ Lift the chin so the head bends back. With your other hand, Pinch the nose shut,”

“Completely cover their mouth with your mouth. Give 2 breaths of air into the patients lungs– just like you’re blowing up a balloon.”

“Continue CPR until help arrives or patient starts breathing or moving.”

If the caller states the patient has a pulse but is not breathing!

Go to [SPECIAL CONSIDERATIONS](#)

**Go to AED
Instructions**

If there is more than one person present that is willing to perform CPR have them switch with the person doing CPR every 2 minutes

If appropriate, the PSAP may have the caller put their cell phone on “speaker” to help with the timing of the compressions.

Video streaming from the callers cell phone may also be considered by the PSAP.



Patient has tubes or wires protruding from chest or abdomen:

“Does the patient have a ventricular assist device?” (May be called a VAD, heart pump, RVAD, LVAD, BVAD, or LVAS.)
If YES, Do not perform chest compressions.

If a patient has a pacemaker or internal defibrillator return to CPR instructions.

**Go to CPR
Instructions**

Patient has a Stoma
Breathing Instructions

“Keep the patient’s head STRAIGHT.”
“COMPLETELY COVER the STOMA with your mouth.”
“COVER the patient’s MOUTH and NOSE with your hand.”
“GIVE TWO BREATHS OF AIR inflating the patient’s LUNGS.”
“Make sure the CHEST GENTLY RISES.”

Patient has a pulse but is not breathing: “Are you willing to do mouth to mouth?”

If yes,. “Lay the patient flat on their back,
Bare the chest. Kneel at the patient/s side.”

“ Lift the chin so the head bends back.
With your other hand, Pinch the nose shut,”

“Completely cover their mouth with your mouth.
Give two breaths of air into the patients lungs
– just like you’re blowing up a balloon.”

“ Make sure the chest gently rises.
Give one breath every 5 seconds”

Patient has vomited

“Turn his/her head to the side.”
“Sweep it all out with your fingers before doing mouth-to-mouth.”
“Resume CPR.”

ALL
CALLER



CHILD CPR INSTRUCTIONS



INDEX

***“Does anyone there know how to do
CHILD CPR?”***

NO

YES

ALL
CALLER



CHILD CPR INSTRUCTIONS



INDEX

“Do you need help in remembering the procedures?”

NO

YES

ALL
CALLER



CHILD CPR INSTRUCTIONS



INDEX

***“Begin CPR on the patient now.
I’ll stay on the line if you need me until help
arrives.”***

**Go to CPR
Instructions**

ALL
CALLER



CHILD CPR INSTRUCTIONS



INDEX

Get the CHILD near the phone if you can.

OK

CAN'T

ALL
CALLER



CHILD CPR INSTRUCTIONS



INDEX

“Do you have a cordless phone?”
***“Is there a phone that may be closer to the
patient?”***
***“Can someone there relay my instructions to
you?”***
**[If not] *“I’ll give you the instructions, then
return to the phone.”***
“If I’m not here, stay on the line.”

OK

ALL
CALLER



CHILD CPR INSTRUCTIONS



INDEX

**Listen carefully. I'll tell you what to do.
Get the child on the floor, FLAT on their BACK.**

OK

CAN'T

ALL
CALLER



CHILD CPR INSTRUCTIONS



INDEX

***“Is there anyone there that can help
you gently roll or slide the child to the
floor?”***

***[If not] “Can you get help and return to
the phone?”***

OK

**NO HELP /
CAN'T
Begin, make
your best
attempt**



**CPR without
Rescue Breathing**

CPR WITH RESCUE BREATHING

“Kneel at the patient’s side and bare the chest.

“Put the HEEL of ONE HAND on the CENTER of their CHEST, between the nipples.”

“PUSH DOWN on the HEEL of your hand, 2 inches.”

“ PUSH HARD AND FAST 100 to 120 times per minutes.” “PUMP the CHEST 30 times.”

“Then, PINCH the NOSE SHUT and LIFT the CHIN so the head TILTS BACK.”

“Completely cover the child’s mouth with your mouth.”

“Give TWO BREATHS each lasting about 1 second then PUMP the CHEST 30 times.”

“Continue CPR until help arrives or child starts breathing or moving.”

**Go to AED
Instructions**

After 2 minutes of CPR ask:

“Is there an automatic Defibrillator in the area?”

If an AED becomes available click AED Instructions.

If no AED is available continue CPR.

**Go to Special
Considerations**

If child vomits go to Special Considerations.

If there is more than one person present that is willing to perform CPR have them switch with the person doing CPR every 2 minutes

If appropriate, the PSAP may have the caller put their cell phone on “speaker” to help with the timing of the compressions.

Video streaming from the callers cell phone may also be considered by the PSAP.

ALL
CALLER

CHILD CPR INSTRUCTIONS

INDEX

CPR with Rescue
Breathing

Go to AED
Instructions

Go to Special
Considerations

Compressions ONLY

“Kneel at the patient’s side and bare the chest.

“Put the HEEL of ONE HAND on the CENTER of their CHEST, between the nipples”.

“PUSH DOWN on the HEEL of your hand, 2 inches.”

“ PUSH HARD AND FAST 100 to 120 times per minutes.”

After 2 minutes of CPR ask:

“Is there an automatic Defibrillator in the area?”

If an AED becomes available click AED Instructions.

If no AED is available continue CPR until help arrives or child starts breathing or moving.

If child vomits go to Special Considerations.

If there is more than one person present that is willing to perform CPR have them switch with the person doing CPR every 2 minutes

If appropriate, the PSAP may have the caller put their cell phone on “speaker” to help with the timing of the compressions.

Video streaming from the callers cell phone may also be considered by the PSAP.



AED Instructions for Child

DO NOT OPERATE AED IN/OR AROUND:
Water, snow or ice.
Bathtubs, pools or Jacuzzis.
Metal, street ventilation gates.
Hazardous materials.
Any type of conductive medium

If alone open the machine and turn it on.

Use **child AED pads** if equipped. (***If using adult pads on a child be sure they do not touch each other***).

Follow the voice prompts and instructions from the machine.

Come back to the phone when the machine tells you to do CPR and I will help you again.

If others are present have someone obtain AED while caller continues CPR. When AED arrives instruct person to set up AED for use without interrupting CPR in progress.

Use **child AED pads** if equipped. (***If using adult pads on a child be sure they do not touch each other***).

Advise when AED is ready to use

Stop CPR and turn on the AED.

Follow the voice prompts and instructions from the machine.

Come back to the phone when the machine tells you to do CPR and I will help you again.

**Go to CPR
Instructions**



Patient has vomited

“Turn his/her head to the side.”

“Sweep it all out with your fingers before doing mouth-to-mouth.”

**Go to CPR
Instructions**

Patient has a pulse but is not breathing: “Are you willing to do mouth to mouth?”

If yes, “Lay the patient flat on their back, Bare the chest. Kneel at the patient/s side.”

“ Lift the chin so the head bends back. With your other hand, Pinch the nose shut,”

“Completely cover their mouth with your mouth. Give two breaths of air into the patients lungs – just like you’re blowing up a balloon.”

“ Make sure the chest gently rises. Give one breath every 5 seconds”

ALL
CALLER



INFANT CPR INSTRUCTIONS



INDEX

**Does anyone there know how to do
INFANT CPR?**

NO

YES

ALL
CALLER



INFANT CPR INSTRUCTIONS



INDEX

“Do you need help in remembering the procedures?”

NO

YES

ALL
CALLER



INFANT CPR INSTRUCTIONS



INDEX

***“Begin CPR on the baby now.
I’ll stay on the line if you need me until help
arrives.”***

**Go to CPR
Instructions**

ALL
CALLER



INFANT CPR INSTRUCTIONS



INDEX

Get the CHILD near the phone if you can.

OK



CPR without
Rescue Breathing

CPR with Rescue Breathing

“Listen carefully. I’ll tell you what to do next.”

*“Lay the baby **FLAT** on its back on a hard surface, such as a table or the floor.”*

*“Put your **INDEX AND MIDDLE FINGERTIPS** on the **CHEST**, just **BELOW** the **NIPPLE LINE**.”*

*“**PUSH DOWN 1 ½ INCH**. Do it **30 times RAPIDLY** Hard and Fast.”*

*“**THEN**, Tilt the head back **SLIGHTLY** by **LIFTING** the **CHIN** and cover the baby’s mouth and nose with your mouth.”*

*“**GIVE TWO SMALL PUFFS** of air **SLOWLY**.”*

*“Make sure the baby’s **CHEST GENTLY RISES** with each puff.”*

*“**THEN**, rapidly pump **30 times**, and then give two more **SLOW PUFFS**.”*

*“**KEEP DOING IT UNTIL HELP CAN TAKE OVER** or the baby starts to move or breath on its own.”*



CPR with Rescue
Breathing

Compressions ONLY

“Listen carefully. I’ll tell you what to do next.”

*“Lay the baby **FLAT** on its back on a hard surface, such as a table or the floor.”*

*“Put your **INDEX AND MIDDLE FINGERTIPS** on the **CHEST**, just **BELOW** the **NIPPLE LINE.**”*

*“**PUSH DOWN 1 ½ INCH.** Do it **200 times RAPIDLY** Hard and Fast, then come back to the phone.”*

If baby is not breathing or moving, repeat 200 compressions and check for breathing or movement. Continue until help arrives or baby is breathing or moving.



CHOKING



K
E
Y
Q
U
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N
S

“Is patient alert?”

“Is the patient able to speak or cry?”

“Describe the breathing.”

“Does the chest rise?”

“Does air enter freely?”

“Is the patient turning blue?”

SIMULTANEOUS ALS/BLS

BLS DISPATCH

D
I
S
P
A
T
C
H

Unresponsive/not breathing normally.

Unable to talk or cry.

Turning blue.

Able to speak or cry.

Exchanging air with no breathing difficulty.

Airway cleared, patient assist.



CHOKING Pre-Arrival Instructions

Go to choking card for the appropriate age group:

Age 8 years and ABOVE

ADULT INSTRUCTIONS

Age 1 year to 8 years

CHILD INSTRUCTIONS

Age 0 to 1 year

INFANT INSTRUCTIONS

Prompts

Determine age group

Go to CHOKING (OBSTRUCTED AIRWAY) instructions

Short Report

Age

Sex

Specific location

Chief complaint

Pertinent related symptoms

Medical/Surgical history, if any

Other agencies responding

Any dangers to responding units

ALL
CALLER



ADULT CHOKING INSTRUCTIONS



INDEX

*“Is the patient able to **TALK** or
COUGH?”*

NO

YES

ALL
CALLER



ADULT CHOKING INSTRUCTIONS



INDEX



If mild obstruction is present and the victim is coughing forcefully, do not interfere with the patient's spontaneous coughing and breathing efforts.
Attempt to relieve the obstruction only if the cough becomes silent, respiratory difficulty increases or the victim becomes unresponsive.

**Go to Choking
Instructions**

ALL
CALLER



ADULT CHOKING INSTRUCTIONS



INDEX

Is the patient
CONSCIOUS?

NO

YES

PROMPT:
If the event is NOT WITNESSED and the
patient is **UNCONSCIOUS**: Go to **ADULT**
CHOKING



Conscious Patient Instructions

“Listen carefully. I’ll tell you what to do next.

*Stand **BEHIND** the patient.*

*Wrap your arms **AROUND** the waist.**

*Make a fist with **ONE** hand and place the thumb side against the **STOMACH**, in the **MIDDLE**, slightly above the **NAVEL**.*

***GRASP** your fist with the other hand.*

***PRESS** into the stomach with **QUICK, UPWARD** thrusts.*

Repeat thrusts until the item is expelled.

**If unable to reach around waist or if patient is in late stage of pregnancy, reach under the arms and place hands on center of chest.*

***GRASP** your fist with the other hand.*

***PRESS** into chest with **QUICK** thrusts until item is expelled.*



**Unconscious
with
Ventilations**

Unconscious Patient Instructions Compressions Only

*“Get the patient **FLAT** on their back on the floor.”*

“Kneel at the patient’s side and bare the chest, do you see any tubes or wires coming out of the chest or abdomen?”

If YES, STOP- DO NOT START CPR, Go to ADULT CHOKING SPECIAL CONSIDERATIONS

If NO:

*“Put the **HEEL** of your **HAND** on the **CENTER** of their **CHEST** between the nipples.”*

*“Put your **OTHER HAND ON TOP** of **THAT** hand.”*

*“**PUSH DOWN** on the **HEELS** of your hands, at least **2 inches**.”*

*“Do it **30 times**, **PUSH HARD AND FAST**.”*

*“Then, **PINCH** the **NOSE SHUT** and **LIFT** the **CHIN** so the head **BENDS BACK**.”*

*“**LOOK IN THE MOUTH FOR OBJECT**. If seen, remove it.”*

*“**KEEP DOING IT UNTIL HELP CAN TAKE OVER** or the patient starts breathing.”*

IF PATIENT STARTS BREATHING GO TO

UNCONCIOUS AIRWAY CONTROL

If an AED becomes available go to

**Go to AED
Instructions**

**Go to Special
Considerations**



**Unconscious
without
Ventilations**

**Unconscious Patient Instructions
With Ventilations**

“Get the patient **FLAT on their back on the floor.”**

“Kneel at the patient’s side and bare the chest, do you see any tubes or wires coming out of the chest or abdomen?”

If YES, STOP- DO NOT START CPR, Go to ADULT CHOKING SPECIAL CONSIDERATIONS.

If NO:

*“Put the **HEEL** of your **HAND** on the **CENTER** of their **CHEST** between the nipples.”*

*“Put your **OTHER HAND ON TOP** of **THAT** hand.”*

*“**PUSH DOWN** on the **HEELS** of your hands, at least **2 inches**.”*

*“Do it **30 times**, **PUSH HARD AND FAST**.”*

*“Then, **PINCH** the **NOSE SHUT** and **LIFT** the **CHIN** so the head **BENDS BACK**.”*

*‘**LOOK IN THE MOUTH FOR OBJECT**,. If seen, remove it.’*

*“**Completely cover their mouth with your mouth**.”*

*“**Give TWO BREATHS** each lasting **1 second** then **PUMP** the **CHEST 30 times**.”*

*“**KEEP DOING IT UNTIL HELP CAN TAKE OVER** or the patient starts breathing.”*

IF PATIENT STARTS BREATHING GO TO

UNCONCIOUS AIRWAY CONTROL

If an AED becomes available go to

**Go to AED
Instructions**

**Go to Special
Considerations**

ALL
CALLER



ADULT CHOKING INSTRUCTIONS



INDEX

AED Instructions

If alone, have caller obtain AED and return to patient. Open the machine and turn it on. Follow the voice prompts and instructions from the machine. Use large size pads on adults.

If others are present have someone obtain AED while caller begins CPR. When AED arrives instruct person to set up AED for use without interrupting CPR in progress. Use large size pads on adults.

Advise when AED is ready to use.

Stop CPR and turn on the AED.

Follow the voice prompts and instructions from the machine

Go to CHOKING Instructions

ALL
CALLER



ADULT CHOKING INSTRUCTIONS



INDEX

Patient has tubes or wires protruding from chest or abdomen:

“Does the patient have a ventricular assist device?” (May be called a VAD, heart pump, RVAD, LVAD, BVAD, or LVAS.)

If YES, Do not perform chest compressions.

If a patient has a pacemaker or internal defibrillator return to CPR instructions.

Patient has a Stoma
Breathing Instructions

“Keep the patient’s head STRAIGHT.”
“COMPLETELY COVER the STOMA with your mouth.”

“COVER the patient’s MOUTH and NOSE with your hand.”

“GIVE TWO BREATHS OF AIR inflating the patient’s LUNGS.”

“Make sure the CHEST GENTLY RISES.”

Go to
CHOKING
Instructions

Patient has vomited

“Turn his/her head to the side.”
“Sweep it all out with your fingers before doing mouth-to-mouth.”
“Resume CPR.”

ALL
CALLER



CHILD CHOKING INSTRUCTIONS



INDEX

*“Is the patient able to **TALK** or
COUGH?”*

NO

YES

ALL
CALLER



CHILD CHOKING INSTRUCTIONS



INDEX



If mild obstruction is present and the victim is coughing forcefully, do not interfere with the patient's spontaneous coughing and breathing efforts.
Attempt to relieve the obstruction only if the cough becomes silent, respiratory difficulty increases or the victim becomes unresponsive.

**Go to Choking
Instructions**

ALL
CALLER



CHILD CHOKING INSTRUCTIONS



INDEX

Is the patient
CONSCIOUS?

NO

YES

PROMPT:
If the event is NOT WITNESSED and the
patient is **UNCONSCIOUS**: Go to **CHILD**
CHOKING



Conscious Patient Instructions

Listen carefully. I'll tell you what to do next.

Stand **BEHIND** the child.

Wrap your arms **AROUND** the waist.*

Make a fist with **ONE** hand and place the thumb side against the **STOMACH**, in the **MIDDLE**, slightly above the **NAVEL**.

GRASP your fist with the other hand.

PRESS into the stomach with **QUICK, UPWARD** thrusts.

Repeat thrusts until the item is expelled.

**If unable to reach around waist, reach under the arms and place hands on center of chest.*

GRASP your fist with the other hand.

PRESS into chest with QUICK thrusts until item is expelled.



**Unconscious Patient Instructions
Compressions Only**

**Unconscious
with
Ventilations**

“Get the child **FLAT** on their back on the floor.”

Put the **HEEL** of **ONE HAND** on the **CENTER** of the child’s **CHEST**, right **BETWEEN** the **NIPPLES**.

PUSH DOWN FIRMLY, ONLY on the **HEEL** of your hand, **2 inches DOWN**.

Do it **30 times, PUSH HARD AND FAST**.

Then, **PINCH** the **NOSE SHUT** and **LIFT** the **CHIN** so the head **TILTS BACK**.
OPEN THE MOUTH. If you see something, try to sweep it out. **DON’T** push the object backwards.

**Go to Special
Considerations**

“KEEP DOING IT UNTIL HELP CAN TAKE OVER or the patient starts breathing.”

IF PATIENT STARTS BREATHING GO TO

UNCONCIOUS AIRWAY CONTROL

If an AED becomes available go to

**Go to AED
Instructions**



**Unconscious
without
Ventilations**

**Unconscious Patient Instructions
Compressions and Ventilations**

“Get the child **FLAT** on their back on the floor.”

Put the **HEEL** of **ONE HAND** on the **CENTER** of the child’s **CHEST**, right **BETWEEN** the **NIPPLES**.

PUSH DOWN FIRMLY, ONLY on the **HEEL** of your hand, **1 ½ inches DOWN**.

Do it **30 times, PUSH HARD AND FAST**.

Then, **PINCH** the **NOSE SHUT** and **LIFT** the **CHIN** so the head **TILTS BACK**.
OPEN THE MOUTH. If you see something, try to sweep it out. **DON’T** push the object backwards.

**Go to Special
Considerations**

“Completely cover their mouth with your mouth”

*“Give **TWO BREATHS** each lasting **1 second**, then **PUMP** the **CHEST 30 times**.”*

*“**KEEP DOING IT UNTIL HELP CAN TAKE OVER** or the patient starts breathing.”*

IF PATIENT STARTS BREATHING GO TO

UNCONCIOUS AIRWAY CONTROL

If an AED becomes available go to

**Go to AED
Instructions**



AED Instructions for Child

If alone open the machine and turn it on.
Use **child AED pads** if equipped. (***If using adult pads on a child be sure they do not touch each other.***)

Follow the voice prompts and instructions from the machine.
Come back to the phone when the machine tells you to do CPR and I will help you again.

If others are present have someone obtain AED while caller continues CPR. When AED arrives instruct person to set up AED for use without interrupting CPR in progress.

Use **child AED pads** if equipped. (***If using adult pads on a child be sure they do not touch each other.***)

Advise when AED is ready to use
Stop CPR and turn on the AED.

Follow the voice prompts and instructions from the machine.
Come back to the phone when the machine tells you to do CPR and I will help you again.

**Go to Choking
Instructions**

ALL
CALLER



CHILD CHOKING INSTRUCTIONS



INDEX

Patient has vomited

“Turn his/her head to the side.”

“Sweep it all out with your fingers before doing mouth-to-mouth.”

**Patient has a Stoma
Breathing Instructions**

*“Keep the patient’s head **STRAIGHT**.”*

*“**COMPLETELY COVER** the **STOMA** with your
mouth.”*

*“**COVER** the patient’s **MOUTH and NOSE** with
your hand.”*

*“**GIVE TWO BREATHS OF AIR** each lasting about
1 second into the patients **LUNGS**.”*

*“Make sure the **CHEST GENTLY RISES**.”*

**Go to Choking
Instructions**

ALL
CALLER



INFANT CHOKING INSTRUCTIONS



INDEX

***“BRING the **BABY** to the
PHONE!”***

“Is the baby **CONSCIOUS?**”

NO

YES

ALL
CALLER



INFANT CHOKING INSTRUCTIONS



INDEX

*“Is the baby able to CRY or
COUGH?”?”*

NO

YES

ALL
CALLER



INFANT CHOKING INSTRUCTIONS



INDEX



Roll the baby over on its side and
check for breathing until help takes
over.

IF INFANT BECOMES UNRESPONSIVE
Go to Choking Instructions

ALL
CALLER



INFANT CHOKING INSTRUCTIONS



INDEX

Conscious Patient Instructions

Listen carefully. I'll tell you what to do next.

Remove any clothing from the baby's chest, then **PICK UP** the baby.
Do that, and come back to the phone. If I am not here, **STAY ON THE LINE.**

Turn the baby **FACE DOWN** so it lies along your forearm; **SUPPORT** the baby's **JAW** in your **HAND.**

Lower your arm onto your thigh so that the baby's head is **LOWER** than its chest.
Use the **HEEL** of your other **HAND** to strike the **BACK 5 times FIRMLY**, right between the shoulder blades.

Do that, and come back to the phone.

SANDWICH the baby between your forearms, **SUPPORT** the head, and then turn the baby onto its back.

Put your **INDEX AND MIDDLE FINGERS** directly **BELOW** the baby's **NIPPLES.**
Push down **1 ½ inches, 5 TIMES.** Do that, and come back to the phone.

“Continue until Infant can breathe, cough or cry. Then monitor consciousness and breathing.”

IF INFANT BECOMES UNRESPONSIVE
Go to Choking Instructions



Unconscious / Unresponsive Instructions

Listen carefully. I'll tell you what to do. Lay the baby **FLAT** on its back on a hard surface, such as the floor or a table, and then **BARE** the baby's chest.
Do that then come back to the phone. If I'm not here, stay on the line.

Put your **INDEX AND MIDDLE FINGERTIPS** on the **CHEST**, right **BELOW** the **NIPPLE LINE**.
PUSH DOWN 1 1/2 INCHES. Do it **30 TIMES, HARD AND FAST**.
THEN, Tilt the head back **SLIGHTLY** by **LIFTING** the **CHIN**.
LOOK INTO THE BABY'S MOUTH, if you see anything try to remove it with your little finger by sweeping it out. **DON'T** push the object backwards.
GIVE TWO SMALL PUFFS of air **SLOWLY**.

THEN, rapidly pump thirty more times.
LOOK INTO THE BABY'S MOUTH, if you see anything try to remove it with your little finger by sweeping it out. **DON'T** push the object backwards.
Then give two more **SLOW PUFFS**.
KEEP DOING IT UNTIL HELP CAN TAKE OVER. I'll stay on the line.

IF INFANT STARTS BREATHING OR MOVING
Go to Conscious and Breathing Instructions



DROWNING (POSSIBLE)



KEY QUESTIONS

“Has the patient been removed from the water?”

IF YES

“Is the patient on land or in a boat?”

“How long was the patient under water?”

“Is this a scuba diving accident?”

“What was the patient doing before the accident?”

If the caller is in a car sinking in water or stuck in rising water go to

VEHICLE IN WATER

SIMULTANEOUS ALS/BLS

BLS DISPATCH

DISPATCH

Unconscious, not breathing normally.

Difficulty breathing.

Scuba diving accident.

Diving accident (possibility of C-spine injury).

Fractured femur (thigh).

Patient not submerged.

Patient coughing.

Other injuries without critical symptoms.

Minor injury (lacerations/fractures).



DROWNING (POSSIBLE) Pre-Arrival Instructions

Do not attempt to rescue patient, unless trained to do so.

Do not move patient around.

Gather patient medications, if possible.

If the patient's condition changes, call me back.

Keep patient warm.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))
If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.
Are boats needed?
Is SCUBA team needed?

Short Report

Age
Sex
Specific location
Chief complaint
Pertinent related symptoms
Medical/Surgical history, if any
Other agencies responding
Any dangers to responding units



“What was the source of the electricity?” (Small household appliance(110 volt AC), dryer, stove, (220 volt AC) or industrial equipment (high voltage DC).

“Is patient still in contact with the source?”

IF YES, ***“Do you know how to turn off the electricity?”***

After patient is removed from electrical circuit check breathing and level of consciousness
Go to appropriate guidecard.

“Are there any other injuries?”

IF YES ***“What are they?”***

Go to appropriate Guidecard.

SIMULTANEOUS ALS/BLS**BLS DISPATCH**

Decreased level of consciousness.
Unable to remove patient from electrical circuit.
Multiple Casualty Incident Criteria.
Burns to airway, nose, or mouth.
Burns over 20% of body surface.
Burns from 220 volt or higher source.
2nd & 3rd degree burns (partial or full thickness) to
Palms (hands), Soles (feet) or Groin.
Reported DOA until evaluation by responsible party.

Household electrical shock without critical symptoms.



ELECTROCUTION Pre-Arrival Instructions

Beware of liquid spills or ground moisture that could conduct electricity

Do not touch the patient(s) if they are in contact with the source of electricity.

If it is safe to do so, turn off the power.

If the patient's condition changes, call me back.

If patient has visible burn injuries go to **BURNS** and determine extent of injuries.

Prompts

If unconscious, go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

If outside electric wires or meters are involved, notify electric utility.

Is Fire Department needed?

Short Report

Age

Sex

Specific location

Chief complaint

Pertinent related symptoms

Medical/Surgical history, if any

Other agencies responding

Any dangers to responding units



KEY QUESTIONS

“Is this the first pregnancy?”

If this is not the first pregnancy,

“How long was she in labor before delivery with

her other pregnancies?”

“Were there any complications?”

“Was the delivery vaginal or surgical?”

“How far along is she?”

If less than 20 weeks: ***“Has there been any discharge of blood or tissue?”***

“Has she had any problems during pregnancy or anticipated problems?”

“Is she having cramping pains that come and go?”

IF YES, ***“How often?”***

(Time from beginning of contraction to beginning of next contraction).

SIMULTANEOUS ALS/BLS

BLS DISPATCH

DISPATCH

- Imminent delivery OR Delivery.
- Vaginal bleeding with fainting.
- Fainting/near fainting with patient sitting up.
- Prior history of complicated delivery.
- Bleeding, greater than 20 weeks pregnant.
- Premature active labor greater than 4 weeks premature.
- Abdominal injury, if greater than 20 weeks pregnant.
- Seizure.
- Multiple births.

- Delivery not imminent.
- Vaginal bleeding without fainting if under 20 weeks pregnant.
- Abdominal injury, if less than 20 weeks pregnant.
- Water broke.
- Pregnant less than 20 weeks or menstrual with any of the following:

- Cramps
- Pelvic Pain
- Spotting



PREGNANCY / CHILDBIRTH Pre-Arrival Instructions

Have the patient lie down on her left side.

Keep the patient warm.

Watch for the baby's head to show.

If the patient feels the urge to go to the bathroom, do not allow her to use the toilet!

If patient was on the toilet and noticed *discharge of blood or tissue*:

"Do not flush toilet or dispose of used pads."

If post delivery:

"Is the baby breathing?"

If NO go to.

INFANT CPR INSTRUCTIONS

Gather patient medications, if any.

If the patient's condition changes, call me back.

Prompts

Imminent delivery (Regular contractions at 1-2 minute intervals and an urge to push or bear down) and **post delivery**, go to **CHILDBIRTH INSTRUCTIONS**

Miscarriage is defined as the loss of a pregnancy before 20 weeks of gestation. May include bleeding, abdominal cramps, lower back pain and/or discharge of tissue.

Short Report

Age

Sex

Specific location

Chief complaint

Pertinent related symptoms

Medical/Surgical history, if any

Other agencies responding

Any dangers to responding units

ALL
CALLER



CHILDBIRTH INSTRUCTIONS



INDEX

Has she had a baby
before?

YES

NO

ALL
CALLER



CHILDBIRTH INSTRUCTIONS



INDEX

How far apart are the
contractions (pains)?

LESS
than 5
minutes

MORE
than 5
minutes

ALL
CALLER



CHILDBIRTH INSTRUCTIONS



INDEX

Does she have a strong
desire to push?

YES

NO

ALL
CALLER



CHILDBIRTH INSTRUCTIONS



INDEX

How far apart are the
contractions (pains)?

LESS
than 2
minutes

MORE
than 2
minutes

ALL
CALLER



CHILDBIRTH INSTRUCTIONS



INDEX

Does she have a strong
desire to push?

YES

NO

ALL
CALLER



CHILDBIRTH INSTRUCTIONS



INDEX

Listen carefully. I'll tell you what to do.
Have her **LIE** in a comfortable position,
LEFT SIDE IS BEST.
Have her take **DEEP** breaths.

Monitor patient's condition.
If a **STRONG DESIRE TO PUSH** develops delivery may be
imminent, if so continue.



Ask her to **RESIST** urge to **PUSH** or **BEAR DOWN**.

Get the phone next to her if you can.

Ask her to **LIE** on her **BACK** and relax, breathing
DEEPLY through her
MOUTH.

Ask her to remove her underwear.

Place clean towels **UNDER** her **BUTTOCKS**. Have
additional towels ready.

***If she starts to deliver (water broken, bloody discharge,
baby's head appears)***



The baby's head should appear first. **CRADLE** it and the rest of the baby as it is delivered.

DO NOT PUSH OR PULL.

There will be water and blood with delivery. **THIS IS NORMAL.**

When the baby is delivered, **CLEAN** out its **MOUTH** and **NOSE** with a **CLEAN, DRY CLOTH.**

DO NOT attempt to **CUT** or **PULL** the cord.

Wrap the baby in a dry blanket, a towel, or whatever is handy, and place it between the mother's legs on the floor. Massage the mother's lower abdomen very gently.

If the baby **DOES NOT** start breathing on its own, rub its back or gently slap the soles of its feet.

If the baby **DOESN'T** begin breathing **IMMEDIATELY**, come back to the phone.

COMPLICATIONS with delivery

Baby delivered and **BREATHING**

Baby delivered and **NOT BREATHING**

ALL
CALLER



CHILDBIRTH INSTRUCTIONS



INDEX

<< If there are complications (leg, arm, buttocks, or umbilical cord presenting) >>

REASSURE the mother. Tell her you have dispatched aid.

Ask her to remain on her **BACK** with her **KNEES BENT**.

Ask her to **RELAX** and **BREATHE** through her **MOUTH**.

Tell her **NOT TO PUSH**.

ALL
CALLER



CHILDBIRTH INSTRUCTIONS



INDEX

<<When the placenta (tissue on the other end of the umbilical cord) is delivered.>>

WRAP IT. This delivery may take as long as twenty minutes.
Keep the placenta LEVEL or SLIGHTLY ABOVE the baby.



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“What was the patient doing before they became unconscious?”

“Is this the first time today the patient has been unconscious?”

“Has the patient taken any alcohol, medication or recreational drugs?”

If YES, go to **OD/POISONING/INGESTIONS**

Fainting

“How does the patient act when they sit up?”

“Is the patient able to respond to you and follow simple commands?”

“Does the patient have any medical or surgical history?”

“Does the patient have a medic alert tag?”

If YES, ***“What does it say?”***

SIMULTANEOUS ALS/BLS

BLS DISPATCH

D
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Unconscious/not breathing normally.
Multiple fainting (syncopal) episodes (same day).
Confirmed unconscious/unresponsive.
Combined drugs and alcohol overdose.
Fainting associated with: Headache, Chest pain/discomfort/palpitations, Diabetic, GI/Vaginal Bleeding, Abdominal pain, Sitting/Standing, or continued decreased level of consciousness.
Single fainting if over 50 years.
Alcohol intoxication, can not be aroused.

Unconscious, but now conscious without critical symptoms.
Unconfirmed slumped over wheel.
Conscious with minor injuries.
Known alcohol intoxication without other drugs, can be aroused.
Near Syncope (fainting) without critical criteria.



UNCONSCIOUS / FAINTING Pre-Arrival Instructions

Have patient lie down.

If patient is vomiting, lay patient on side.

Monitor patient's breathing.

Do not leave patient, be prepared to do CPR.

Gather patient's medications, if possible.

If the patient's condition changes, call me back.

Agonal respirations are often reported as:

gaspings, snoring, or gurgling

barely breathing

moaning, weak or heavy

occasional

Brief generalized seizures may be an indication of cardiac arrest.

Prompts

Go to UNCONSCIOUS/BREATHING NORMALLY AIRWAY CONTROL. ([NON-TRAUMA](#)) ([TRAUMA](#))

If unconscious, NOT breathing normally, go to [CPR](#) for appropriate age group.

Short Report

Age

Sex

Specific location

Chief complaint

Pertinent related symptoms

Medical/Surgical history, if any

Other agencies responding

Any dangers to responding units

ALL
CALLER



UNCONSCIOUS PATIENT
AIRWAY CONTROL INSTRUCTIONS



INDEX

NON-TRAUMA BREATHING NORMALLY

“Listen carefully. I’ll tell you what to do.”

“Extend one of the victim’s arms above the head and roll the body to the side so the victim’s head rests on the extended arm. Bend both legs to stabilize the victim. Check for normal breathing until help takes over.”

“Watch for the chest to rise and fall.”

“Put your cheek next to the nose and mouth to listen and feel for the air movement.”

**Patient
Vomits**

**Patient STOPS breathing
normally**

ALL
CALLER



UNCONSCIOUS PATIENT
AIRWAY CONTROL INSTRUCTIONS



INDEX

**NON-TRAUMA
BREATHING NORMALLY**

“Sweep it all out of the mouth with your fingers.”

**Patient begins
breathing NORMALLY**

**Patient NOT breathing
normally**

ALL
CALLER



UNCONSCIOUS PATIENT
AIRWAY CONTROL INSTRUCTIONS



INDEX

TRAUMA
BREATHING NORMALLY

“Listen carefully. I’ll tell you what to do.”

***“DO NOT MOVE the patient (especially head and neck) unless
imminent danger to life.”***

“Check for normal breathing until help takes over.”

“Watch for the chest to rise and fall.”

*“Put your cheek next to the nose and mouth to listen and feel
for the air movement.”*

Patient VOMITS

**Patient STOPS breathing
normally**

ALL
CALLER



UNCONSCIOUS PATIENT
AIRWAY CONTROL INSTRUCTIONS



INDEX

TRAUMA
BREATHING NORMALLY

*“DO NOT turn the patient’s head.
Sweep it all out of the mouth with your fingers.”*

**Patient begins
breathing NORMALLY**

**Patient NOT breathing
normally**



“Where is the emergency?” Actual incident location, direction of travel, best access if applicable:

“Are you in a safe location?”

If YES: continue questioning.

If NO: advise caller to move to safe location and call back.

“What happened?” (Type of hazardous material) Explosion, Odor Complaint, Fire, Air release, Motor Vehicle Accident, Illegal dumping, Leak / Spill, Abandoned container / materials, Other.

“Are there any injuries?”

IF YES:

How many people are injured?

What is the nature of the injuries?

Refer to appropriate medical guidecard or local protocol for MASS CASUALTY INCIDENT.

“What is the name and/or ID # of material?”

Use [DOT Guidebook](#) or NLETS to obtain information about substance.

EMERGENCY MEDICAL DISPATCH

Hazardous Materials Agency Dispatch

Refer to the appropriate medical guidecard or follow local protocol for Mass Casualty Incident

Notify County and all applicable agencies (NJDEP, Local and/or County OEM, etc.) per local protocol.



HAZMAT INCIDENT GUIDE Pre-Arrival Instructions

If you are not in a safe location, leave the area and call back.
Gather available chemical information.
Deny entry to affected area. Secure premises, isolate area.
Isolate injured from scene if safely possible.

Prompts

Amount spilled or released:

State of material: Solid Liquid Gas

Size / Type of container:

Is the release continuous, intermittent, or contained? Entering a waterway, a storm drain or sewer?

Have personnel been evacuated? YES NO

Are there any emergency responders or HAZMAT trained personnel on the scene?
 fire brigade security other

Is chemical information available for responders?
(I.e.: MSDS, Hazardous Substance Fact Sheet.

IF YES: Please have it ready for the emergency responders.

Wind Direction: N S E W

(If not available from caller, obtain from weather service)

Short Report

Incident location

Access route

Type of HazMat incident

Number and nature of injuries

Release type

Wind direction



KEY QUESTIONS

*“Is the patient complaining of ,,,
“fever, headache, tiredness, (can be aroused)
cough, sore throat, runny or stuffy nose, body
aches, diarrhea or vomiting (more common among
children than adults)?”*

Check breathing:
*“Is the patient short of breath or unable to speak in
complete sentences?”*

Recent Travel
*“Has the patient traveled outside of their normal
area within the last month?” If so: “Where?”*

*“Is there any unusual bleeding from any part of the
body?” IF YES: “Where?”*

*“Does the patient have a rash or blister on their
body?”
IF YES: “Where?”*

“Is the patient sensitive to light?”

Check the ALERT Card for current conditions.

ALERT

SIMULTANEOUS ALS/BLS

BLS DISPATCH

DISPATCH

**Difficulty breathing
Uncontrolled bleeding
Decreased level of consciousness**

NO critical symptoms



INFECTIOUS DISEASE Pre-Arrival Instructions

Don't allow the patient to move about.

Nothing to eat or drink.

Keep the patient isolated. Prevent additional people from close contact.

Gather patient's medications, if possible.

Try to obtain names of people who have been in close contact with the patient. If they are present ask them to remain until emergency services arrive to obtain their information.

Prompts

Short Report

Advise ALL responding units (including the initiating agency) of the signs and symptoms of patient and the need for P.P.E.

Check ALERTS. If patient signs and symptoms match those of current ALERT advise responders and follow any protocols indicated.

- Age
- Sex
- Specific location
- Chief complaint
- Pertinent related symptoms
- Medical/Surgical history, if any
- Other agencies responding
- Any dangers to responding units



VEHICLE IN WATER



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“What kind of water are you in?”

River, lake or flooded roadway

If the caller is a witness ask if they can relay instructions to occupants of the vehicle. If so go to Pre-Arrival Instructions

“Is the car sinking?”

“Can you open the vehicle doors?”

If NO

“Can you open the vehicle windows?”

If NO go to Pre Arrival Instructions

SIMULTANEOUS ALS/BLS

BLS DISPATCH

D
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Vehicle in water sinking, submerged or stuck in fast moving water.

Vehicle in still water, not sinking, water not rising.



VEHICLE IN WATER Pre-Arrival Instructions

Vehicle in still water

“Open vehicle doors or windows, exit vehicle and wade to shore.”

If unable to wade to shore

“Exit vehicle and go to vehicle roof.”

Vehicle in water and sinking

“Release your seatbelts and open the windows. If your windows will not open, try to break them.

Hit the corner of the window with a key, seat belt buckle or metal headrest post. Exit through the window and get onto the roof of the vehicle.”

Vehicle is under the water

“If you are unable to open a window there should be enough air for the minute or two that it will take to prepare to escape. When the car is nearly full of water, take a deep breath and push a door open, you may need to do this with your feet. Exhale slowly as you swim to the surface.”

Prompts

If vehicle is sinking or in fast moving water concentrate on getting the occupants out of the vehicle and onto the roof. Once on the roof, verify location.

Consider need for boats, SCUBA or Tactical/Rapid Water Rescue.

Short Report

Specific location
Number of occupants
Any dangers to responding units



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Has the patient eaten wild mushrooms or toadstools?"

"Is the patient having difficulty breathing or short of breath?"

"Does the patient have pains in the abdomen?"

"Does the patient have diarrhea or vomiting?"

"Is the patient bleeding from the mouth, nose or any other part of the body?"

SIMULTANEOUS ALS/BLS

BLS DISPATCH

D
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A
T
C
H

Not breathing/Difficulty breathing

No critical symptoms

Uncontrolled bleeding

Unconscious/Decreased level of consciousness



GUIDELINES TO REQUEST AN ON-SCENE HELICOPTER

Air transportation should be considered when emergency personnel have evaluated the individual circumstances and found any one of the following situations present.

ENVIRONMENTAL FACTORS

The time needed to transport a patient by ground to an appropriate facility, **IF OVER 30 MINUTES**, poses a threat to the patient's survival and recovery.

Weather, road, and traffic conditions would seriously delay the patient's access to Advanced Life Support (ALS).

Critical care personnel and equipment are needed to adequately care for the patient during transport.

Falls of 20 feet or more.

Motor vehicle crash (MVC) of **20 MPH** or more without restraints.

Rearward displacement of front of car by **20 inches**.

Rearward displacement of front axle.

Compartment intrusion, including roof: **>12 inches** occupant site; **>18 inches** any site.

Ejection of patient from vehicle.

Rollover.

Deformity of a contact point (steering wheel, windshield, dashboard).

Death of occupant in the same vehicle.

Pedestrian struck at **20 MPH** or more

INDICATORS OF SEVERE ANATOMIC OR PHYSIOLOGIC COMPROMISE

Unconsciousness or decreasing level of consciousness.

Systolic blood pressure less than 90 mmHg.

Respiratory rate less than 10 per minute or greater than 29 per minute.

Glasgow Coma Score less than 10.

Compromised airway.

Penetrating injury to chest, abdomen, head, neck, or groin.

Two or more femur or humerus fractures.

Flail chest.

Amputation proximal to wrist or ankle.

Paralysis or spinal cord injury.

Severe burns.

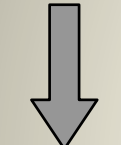


1-800-332-4356
REMCS (Newark)



New Jersey Aeromedical Dispatch Procedure

START



Incident Occurs

First Responders Arrive.
If patient can arrive by ground in less than 30 minutes transport to closest trauma or specialty center
If more than 30 minutes by ground request Helicopter.

1-800-332-4356 REMCS (Newark) Contacted

Dispatch Licensed Helicopter

Call for Dispatch of BLS/ALS

Ground BLS/ALS go to Incident Scene and Asses the Patient and Scene

Alert Appropriate Speciality Center (e.g., Trauma, Burn, Neonatal)

Abort Helicopter Flight

Is the Helicopter Necessary?

Helicopter Arrives

Helicopter Medical Control

Can Speciality Center Accept Patients?

Patient Flown to Another Speciality Center

Patient Flown to Closest Appropriate Speciality Center



Trauma Centers

15 Mile Radius

Cooper Trauma (Camden)

RWJ Trauma (New Brunswick)

UMDNJ Trauma (Newark)

Atlantic City Trauma (Atlantic City)

Capital Health Trauma (Trenton)

Hackensack Trauma (Hackensack)

Jersey City Trauma (Jersey City)

Jersey Shore Trauma (Neptune)

Morristown Memorial Trauma (Morristown)

St. Joseph's Trauma (Paterson)

July 01, 2012

ALL
CALLER



NARCAN / NALOXONE

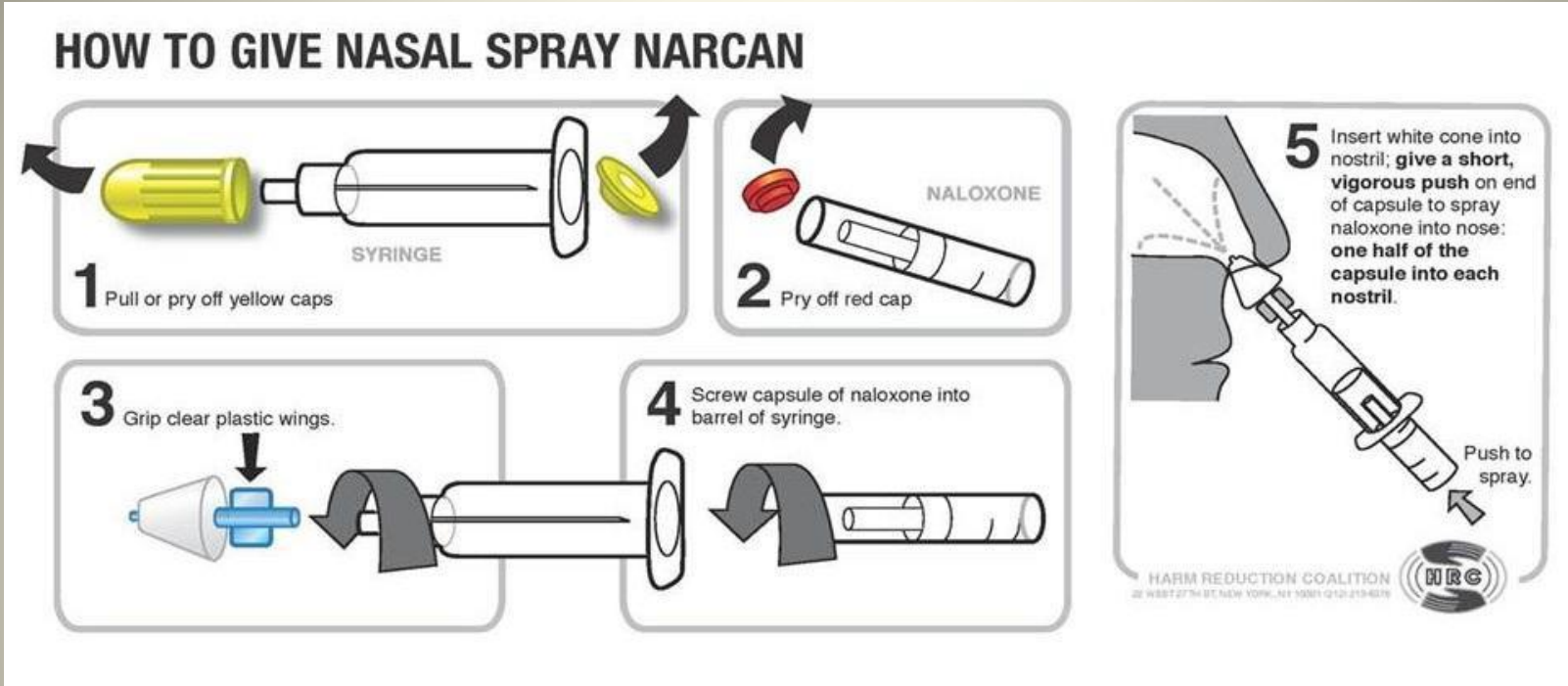


INDEX

Nasal Spray
(3-Piece Syringe)

Nasal Spray
(One Piece)

Auto-Injector



RETURN TO TYPES



Remove NARCAN Nasal Spray from the box.
Peel back the tab with the circle to open the NARCAN Nasal Spray.

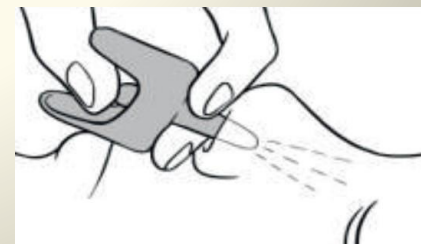
Hold the NARCAN nasal spray with your thumb on the bottom of the plunger and your first and middle fingers on either side of the nozzle.

Gently insert the tip of the nozzle into either nostril.

- Tilt the person's head back and provide support under the neck with your hand. Gently insert the tip of the nozzle into **one nostril**, until your fingers on either side of the nozzle are against the bottom of the person's nose.

Press the plunger firmly to give the dose of NARCAN Nasal Spray.

- Remove the NARCAN Nasal Spray from the nostril after giving the dose.

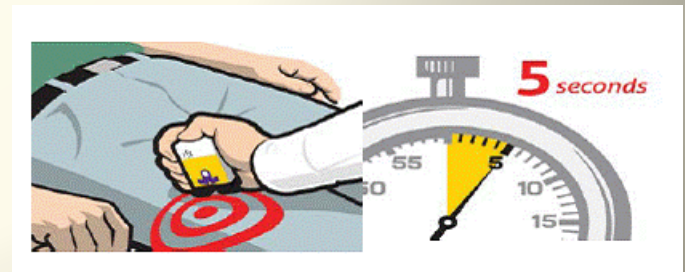
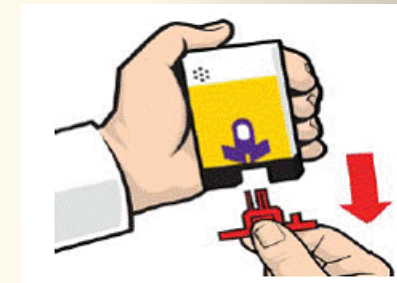
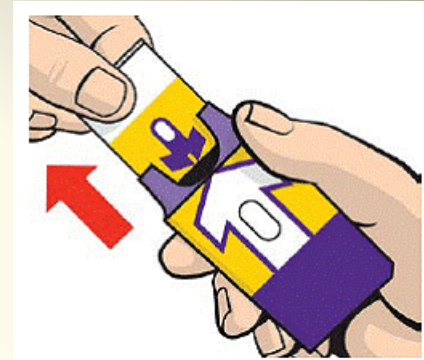


RETURN TO TYPES



Intramuscular Administration Technique

1. Remove auto injector from outer case.
2. Pull off the safety guard.
3. Place the auto injector firmly against the outer thigh, through clothing, if needed.
- 4: Continue to press firmly and hold in place for 5 seconds.



RETURN TO TYPES



Hold firmly with ***orange/red**** tip pointing downward.
Remove ***blue/grey**** safety cap by pulling straight up. Do not bend or twist.

Swing and push ***orange/red**** tip firmly into mid-outer thigh until you hear a “click.”
Hold on thigh for several seconds.



****Colors vary between manufacturers***

RETURN TO ALLERGIES



Find where the bleeding is coming from and apply **firm, steady pressure** to the bleeding site with bandages or clothing

Tourniquet

If the bleeding doesn't stop, **place** a tourniquet 2-3 inches closer to the torso from the bleeding. (The tourniquet may be applied and secured over clothing.)

Pull the strap through the buckle, **twist** the rod tightly, **clip** and secure the rod with the clasp or the Velcro strap.

Compress Again

If the bleeding still doesn't stop, **place** a second tourniquet closer to the torso from the first tourniquet.

Pull the strap through the buckle, **twist** the rod tightly, **clip** and secure the rod with the clasp or the Velcro strap.

* One type of tourniquet is depicted in the illustrations.

