

FREQUENTLY ASKED QUESTIONS ABOUT DANIELLE'S LAW

1. How can I prepare for an emergency?

Attend Training such as CPR/First Aid.

Get to know each individual you support and keep a fact sheet on each individual that includes:

- List of all current medications
- List of medical conditions and medical history
- Phone number of guardian, next of kin, and physician

2. Do I need to call 911 if I think that another staff person has called 911?

If you are absolutely certain that the 911 call has been made, which means that you see or hear another staff person place the call to 911, then you do not need to call 911 again yourself. However, if you have any doubt, you must call 911.

3. When a doctor or nurse is available on staff, should I check with them before calling 911?

In the event of a life threatening emergency, you must immediately call 911. A doctor or nurse can be notified *after* the 911 call is made so he/she can evaluate and provide medical attention. Even if the situation is *not* life threatening, a doctor or nurse can still evaluate and provide medical attention.

4. Can I drive the individual to the emergency room?

If the individual has a life-threatening emergency, call 911 instead of driving to the emergency department or a doctor's office. If the situation is *not* life threatening, it may be appropriate to drive the person for an evaluation if your supervisor or a medical professional advises you to do so.

5. When the person, family member, or guardian doesn't want me to call 911, do I still need to call 911?

Yes. If the individual has a life threatening emergency, Danielle's Law requires that 911 be called. Handle the refusal of the individual with sensitivity and explain that calling 911 is necessary.

6. When the individual has a DO NOT RESUSCITATE (DNR) ORDER, do I still need to call 911?

Yes. If the individual has a life threatening emergency, even if the individual

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has a DO NOT RESUSCITATE ORDER, Danielle's Law requires that 911 is called. Once the call is made, inform the operator of the DNR. The emergency medical professionals who respond will determine what type of medical care should be provided. Have the DNR Order available to show the Emergency Medical Service technician.

7. What if I don't have access to a phone?

In such an instance, yell for help to persons passing by in cars or walking by, and tell them that the individual has a life-threatening emergency and 911 must be called.

8. Is staff required to call 911 if issues related to the terminal condition of an individual at the end of life arise?

Staff does not need to call 911 for an individual receiving end-of-life care when issues arise related to the medical condition; a violation of Danielle's Law will not have occurred. However, staff still must call 911 for life threatening emergencies unrelated to the terminal condition for example for a fall and profuse bleeding or evidence of a serious injury to the head or impairment of a body part, choking, first time seizure or prolonged seizure of more than 5 minutes, etc. During the 911 call, inform the operator if the individual has a Practitioner Order for Life-Sustaining Treatment or a Do No Resuscitate Order and lastly, you should provide the phone number of the Hospice program once Emergency Medical Services Technicians arrive onsite.

9. Who will investigate situations in which a 911 call was not made in a life-threatening emergency?

The Department of Human Services' Office of Program Integrity and Accountability (OPIA) will investigate alleged violations. The Division's Risk Management staff will evaluate the investigative evidence and will present its findings to the Assistant Commissioner who will determine whether or not a violation has occurred.

10. Will a community care residence provider, developmental center employee, or agency staff member have the right to appeal a licensing action or fine imposed as a result of violating Danielle's Law?

Yes. The letter that a violator of Danielle's Law receives will inform him or her of the fine and the appeal process.

