

# HOW YOU CAN HELP IN A MEDICAL EMERGENCY

## 1. IS THIS A MEDICAL EMERGENCY?

*Call an ambulance if the patient has the following problems:*

- Choking or trouble breathing
- A seizure/attack
- Won't respond or move when you talk to him/her
- Sudden or intense pain
- Heavy bleeding
- Severe or persistent vomiting or diarrhea
- Coughing or vomiting up blood
- Chest pain or pressure
- Neck or back injury
- Confusion or mental change
- Fainting
- Sudden dizziness, weakness or change in vision
- Patient is suicidal or homicidal

If it's **Life Threatening**, **CALL 911** or your emergency number.

If you're **not sure** whether it's an emergency, **CALL 911** or your emergency number



## 2. WHAT TO TELL THE EMERGENCY DISPATCHER.

*When you call 911, your local emergency number or "0" for the operator:*

- Describe the emergency; speak slowly and calmly
- Give your name and phone number
- Give exact location/address and nearby landmarks
- Give name, age and number of patient(s), if known
- Follow the dispatcher's instructions and answer his / her questions
- Don't hang up until you are told to
- Don't leave the scene until help arrives

## 3. WHAT TO DO WHILE WAITING FOR THE AMBULANCE TO ARRIVE

*What to do for the patient:*

- Stay calm, keep patient calm
- Keep patient awake and warm
- Do not give the patient anything to eat or drink
- Do not move a victim who has been in a car accident, had a serious fall or has been found unconscious, unless he/she is in immediate danger
- Perform first aid if you are willing and able

*What to do for yourself and your family:*

- Arrange for children to stay with a friend or neighbor
- Pack a small bag for yourself
- Bring insurance cards and family contact information
- Lock up the house, turn off appliances

*What to do for the emergency responders:*

- Light your location with a porch light, flare or bright cloth
- If possible, send someone to the street to flag down the ambulance
- Clear a route to the patient; move cars, furniture, plants, etc. if needed
- Close off pets from rescuers/put pets in another part of the house
- Gather or write down all the patient's medications and allergy information to give to the first responders
- Gather the patients' medical history form
- Note the time:  
When did you last talk to the patient?  
How long has he/she had this medical condition?  
If unconscious, how long?
- Check if the patient has any advance directives (such as Do Not Resuscitate (DNR) orders)