

Calling 9-1-1

When to Call 9-1-1 ▪ Person is unresponsive, responsive but not fully awake or not breathing normally ▪ Person is having trouble breathing ▪ Person is bleeding heavily ▪ Person shows signs of stroke, heart attack, allergic reaction or other serious medical condition ▪ Person has suspected or obvious injuries to the head, neck or spine ▪ Person has a suspected or obvious broken bone ▪ Person needs medical attention and cannot be moved ▪ Fire, explosion, downed wires or flooding ▪ Poisonous gas or chemical spill ▪ Drowning or other water emergency ▪ Serious car crash or crime scene When in doubt, make the call!	
Call First vs. Care First ▪ Call First: Call before giving care for most life-threatening emergencies. ▪ Care First: If alone without a phone, start care first for: • Unresponsive infant/child (under 12) you did not see collapse • Choking person • Severe allergic reaction (anaphylaxis) when epinephrine available • Life-threatening bleeding	
Key Information for Emergency Dispatch ▪ Location (address or landmarks) ▪ Nature of emergency (police, fire, medical) ▪ Phone number ▪ What happened ▪ Number of people involved ▪ Care already given	