

Infectious Disease Concerns

If you believe there is a possibility that your resident may have a contagious disease, **please inform the 911 dispatcher** so they can advise all responders to take the appropriate precautions before they enter your facility.

Actions you can take:

- Limit your exposure
- Wear appropriate Personal Protective Equipment
- If practical, move resident outside with face covering
- Stay with the resident while waiting for 911 responders
- Provide a clear and complete explanation of your observations and insights to responders when they arrive

Produced and presented by:



CLACKAMAS FIRE DISTRICT #1



Scan the QR code below for a video about what happens when you call 911:



What Happens When I Call 911?



An Introduction to
Emergency
Medical Services

For Health Care &
Assisted Living
Facilities Staff

Thank you

....for taking the time to learn about properly using 911 Emergency Medical Services (EMS).

This pamphlet and companion video explain the process and outline the critical information that emergency medical responders need from you, in order to provide the safest and most efficient care for your residents.

Please consider:

There is a limited number of Advanced Life Support Ambulances and Fire/EMS Response Units available at any given time. Wise use of these resources makes the system work better.

If these lifesaving resources are busy with minor or non-emergency matters, they may not be available when a true life-threatening situation occurs.

Not all medical issues are an emergency.

Use the appropriate agencies for evaluation, treatment, or non-emergency transport for non-life-threatening situations.

Use 911 only when the situation requires immediate help.

We appreciate working together with you to make sure that the EMS system is used to provide the most appropriate response to those with critical needs.

In an emergency, always dial 911!

Please state the following when calling 911:

1. “This is Your Name at Facility Name”
2. Exact Address : Street number, cross street, or special instructions like “go to side entrance”
3. Direct call back Phone Number

Please stay with the resident while on the phone!

Briefly describe the situation:

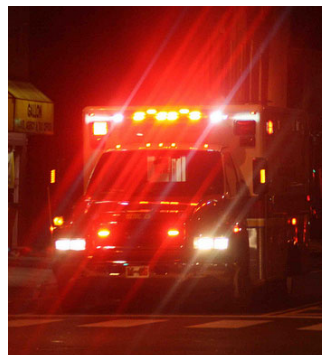
- What is the problem?
- What is different today?
- What happened?

Listen to and answer all of the 911 dispatcher's questions.

This will not delay a response.

Help is being dispatched while they are talking with you!

They need every question answered to help responders prepare for the situation.



Definitions

- **Emergency:** An acute medical condition, injury, or illness that poses an *immediate* risk to a person's life or long-term health.
- **Non-Emergency:** A medical condition, illness, or injury that does *not* pose an immediate risk to a person's life or long-term health.
- **3rd Party Caller:** A person calling 911 who is not in direct contact with the patient and therefore may not be able to answer the dispatcher's questions - often leading to confusion, delay, or inappropriate use of resources.

When responders arrive:

- Have someone greet them at the entrance. Remember, there may be more than one team arriving.
- Escort them to the resident's location.
- Tell responders what happened and why you called.
- Collect and provide all relevant history, documentation, records, medications, personal items (i.e. glasses) DNR or POLST information.
- Remain with the responders until they have finished asking their questions or need other assistance.