



New York State
Accredited Agency

Office of the Sheriff

Genesee County, New York

Gary T. Maha, Sheriff
William A. Sheron, Jr., Undersheriff

PRESS RELEASE

FOR IMMEDIATE RELEASE: March 3, 2016

For More Information, Contact: Steven C. Sharpe
Director of Emergency Communications
585-345-3000, Ext. 3400

9-1-1 for Healthcare Professionals

Below are a few guidelines for healthcare providers to remember when calling 9-1-1 to request emergency services:

1. **If you are at the patient's home, call from the home phone (if possible).**
 - a. The address will be immediately displayed for the dispatcher, the caller will then be requested to confirm the address.
 - b. Calling from the cell phone does provide coordinates (within 300m), but it takes longer to identify the exact address.
2. **If you are at a medical facility, ensure the caller is as close to the patient as possible.**
3. **Dispatchers need to know some basic things when you call:**
 - a. Where: 123 Main St, Batavia
 - b. Caller Name: Jane Doe
 - c. Direct Callback number: 585-555-5555 ext.1234
 - d. Who needs help: 73-year-old male
 - e. Chief complaint: Stroke; **NO CODES**
 - f. Awake: Yes
 - g. Breathing: Yes
 - h. **If the call was the result of an evaluation by a nurse or doctor;** this determines if we use the transfer protocol or the chief complaint protocols.
4. **Dispatchers do not require a full medical brief:**
 - a. **Do not use codes; use plain English to describe the complaint.**
 - b. Medical data such as blood oxygen content, blood pressure, or heart rate is not required to request emergency services; brief the paramedics on arrival.
5. **If the call is not the result of an evaluation (e.g.. staff member collapses), the dispatcher will ask different questions based on the chief complaint.**

###