

Medical Call is Received

Case Entry Protocol

1. What's the address of the emergency?
2. What's the phone number you're calling from?
3. **Chief Complaint: What's the problem, tell me exactly what happened?**
 - a. **Are you with the patient now?**
 - b. How many people are hurt? (Not obvious)
 - c. Is s/he still choking now? (Not obvious)
4. Patient's age
5. Status of consciousness
6. Status of breathing

Life Threat – Maximum Response

Dispatch protocol (secondary assessment)

Stroke Protocol – Key Interrogation Sequence:

1. Is s/he completely awake (alert)?
2. Is s/he breathing normally?
3. Is s/he able to talk normally?
4. Tell me why you think it's a stroke.
 - Movement problems
 - Speech problems
 - Numbness and tingling
 - Vision problems
 - Sudden onset of severe headache
5. When was s/he last without this problem (the last time s/he was normal)?
6. Has s/he ever had a stroke before?

Post-Dispatch Instructions:
Caller Instructions given when possible and appropriate

Pre-Arrival Instructions:
Scripted instructions to be read verbatim by dispatchers for critical conditions