

## Requesting an Ambulance

### AMBULANCE USE

An ambulance may be required to:

- Transport life support equipment and emergency medical personnel to a victim
- Transport injured or ill persons to a care facility

### PROCEDURES

When an ambulance is required:

- Remain calm, at least outwardly. An appearance of calmness by those administering care may be vitally important for a victim's survival. If possible, the victim should also be made to remain calm.
- Immediately render appropriate first aid. If there are several individuals available, the most qualified individual renders first aid while others obtain help.
- *Before* calling the ambulance, quickly and thoroughly appraise the situation in order to be able to relay as much information as possible.
- Dial the emergency telephone number: **911**.

A trained emergency communications operator (ECO) takes the call.

- Initially tell the ECO as much as is known about the situation. Be as specific as possible.
- When the ECO has sufficient preliminary information, he or she may put the caller on hold while the ambulance or aid unit is dispatched.
- **DO NOT HANG UP.**
- The ECO will require additional information while the ambulance or aid vehicle is en route. Provide additional specific information regarding the patient's condition, e.g., whether the patient is breathing or unconscious. Provide specific information regarding location, e.g., room number, the closest access for the ambulance and technicians.
- Do not hang up the telephone until after the ECO hangs up.
- Send someone to meet the ambulance at the closest access point to the victim. This individual assists the ambulance crew in getting to the patient as soon as possible. He or she may be asked to help carry life-support equipment.