

Questions to Expect in a Medical Emergency

The dispatcher will always ask you to say the address of the emergency and your callback number for verification. The dispatcher may ask you to repeat the information in the interest of accuracy. Keep in mind that when you are using a cell phone, your location and callback number do not always display to the dispatcher. You must remember that the efficiency of emergency services depends upon the information received, and it is crucial that the information is accurate.

After the address and callback telephone number of the emergency have been verified as correct, the dispatcher will ask you four universal questions. These questions are based on the patient's medical condition and will help to organize and send the assistance required. The questions are:

- “Tell me exactly what happened.”
- “How old is s/he?”
- “Is s/he awake?”
- “Is s/he breathing?”

Exchanging this critical information with the dispatcher typically takes less than 30 seconds. After that, the dispatcher will get the appropriate help on the way while gathering more information by asking more specific questions in an effort to assist in providing emergency care instructions. Each dispatcher in our center is trained to provide pre-arrival patient care for the ill or injured person, including CPR, abdominal thrusts, childbirth, etc. until help arrives.



Helpful Numbers

Non-emergency calls-24 hours
704-289-1591

911 Business office
Monday-Friday, 8 a.m. - 5 p.m.
704-283-3550

Union County Sheriff's Office
704- 283-3789

Monroe City Police Department
704- 282-4700

Union County Jail
704- 283-3641

Animal Control
704- 283-2308

Magistrate
704)-292-2746

DSS
704- 296-4300


Public Works
704- 296-4210

DOT
704- 283-5941

Hospice of Union County
704)-292-2100

Union EMS Billing
704- 943-6350

Poison Control
800-222-1222



Union County 9-1-1 Emergency Communications

Call
9-1-1
for help!

Non-emergency Tel: 704.289.1591

When to Call

▶ 9-1-1...

Never be afraid to dial 9-1-1 because of uncertainty. If you **THINK** you or someone else is experiencing an emergency—call 9-1-1 immediately and let the dispatch center and other emergency service professionals help you. That's why the service exists—to help you in an emergency situation. Examples of situations demanding immediate attention include:



Medical

- A seizure or convulsion
- Bleeding or spurting blood
- Not breathing/ difficulty breathing
- Unconsciousness, fainting, not alert
- Chest pains, constricting bands, or crushing discomfort around the chest area—even if the pain stops

Fire

- Fire/Smoke in your home or business
- Fire/Smoke/Carbon Monoxide Alarm
- Vehicle or machinery fire
- Odor of gas/smoke
- Power line or transformer fire

Police

- Burglary/home invasion
- Suspicious person/vehicle
- Assault/Fight in progress
- Traffic accident
- Domestic disputes

What to Expect When You Call 9-1-1

When you dial 911, a professional and specially trained emergency dispatcher will answer your call. The dispatcher is well aware of the potential for crisis and any associated anxiety you may be experiencing. It is very important that you have the composure to answer several questions about the situation. Some of the questions help to determine the level of support sent to the scene—emergency service personnel and the type and number of emergency vehicles—while other questions are meant to assist you until emergency assistance arrives. Be ready to give information about the situation by telling the dispatcher exactly what has happened, give the dispatcher a description of the person and/or vehicle involved. Helpful information about a person includes: name, gender, age, clothing and direction of travel. Helpful information about a vehicle includes make, model, color, tag and direction of travel.



Your cooperation is very important

All information is taken while the dispatcher *simultaneously* routes emergency professionals to your location. The same applies to giving emergency instructions. The dispatcher makes sure help is on the way the second the call is picked up. Your job, as the caller, is to answer the questions as accurately as possible and to pay particular attention to the dispatcher's instructions. Also, since an emergency situation tends to provoke a great deal of anxiety, it's up to you to remain as calm as

possible. Do not argue. Do not lose your patience. Don't tell the dispatcher to hurry. They already know that. Every question the dispatcher asks is important and designed to assist in the most appropriate and timely response to your emergency. The dispatcher will stay on the line with you as long as the situation dictates. Do not hang up until the dispatcher says it is okay to hang up. If the connection is lost, for whatever reason, the dispatcher will try to call you back.

There are other ways you, the caller, can assist. For example, if possible, you should unlock the front door to allow easy access for emergency responders, and put all pets inside a closed room. You may want to turn on the outdoor lights of the residence or business to increase visibility. If outside and aiding a victim of an accident, try to find someone who can flag down the emergency vehicle from a safe distance as it approaches. Remember that the dispatcher is there to help you, no matter what the reason for your call. Their goal is to get help to you as quickly as possible and to keep you safe until that help arrives.