




# EMD Call Review

## Chain of Survival Trauma Calls

### PART 2




### How To Use

EMD programs differ throughout the country and world. We have provided you with a collection of EMD 911 calls that may or may not match your chosen system.

If you find a call that does not meet your standards, the highest learning experience is to **1) compare and contrast 2) analyze what tool, best practice, skill, or knowledge may be missing.**

Most call takers performed in the most skilled, compassionate and professional manner.



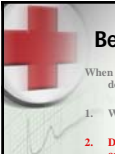
### What is the First Priority?

Send information 1<sup>st</sup>

**Location to send**  
 House or apartment  
 Business  
 Cross streets

**Phone number**  
 Caller information  
 Caller on scene / # inside

**EMD is after send**



### Best Use of Calls?


When reviewing the calls several items to notice are helpful in developing the trainee's understanding.

1. Was SEND information first.
2. **Did the EMD stay online with the caller – vital when conditions can change.**
3. Were transfers handled properly?
4. Was the EMD able to determine the correct call type and priority and offer the caller assistance.



### Trauma Injuries Calls

**INDUSTRIAL ACCIDENT  
 STABBING / GUNSHOT VICTIM  
 VEHICULAR RELATED INJURIES**




### Industrial Accidents

The purpose of this protocol is to identify what the situation is, where the patient is, if the patient is trapped in machinery and direct the caller to have someone meet and guide the responding personnel to the patient.

These calls are most often third party calls.

7 min  
 TraumaFace.mp3


This man is calling while trapped under a car at a body shop, the jack slipped and the car is on his head. He was DOA



### Stabbing / Gunshot Victim

Always combined call with police. Time delay is vital, suspect information as well as the condition or number of patients at the scene.

If in progress setting up a staging area until the scene is secure.



### Stabbing

4 min  
 Stabbing.mp3

Combined call, the call taker was focused on suspect information and was persistent.



### Gunshot

11 min  
 AccShooting.wav



### Vehicular Related Injuries

Could be auto to auto, car motorcycle, car pedestrian, single car accident, car bicycle collision. Send info first, number and extent of injuries, any other hazards (wires down, blocking, fire, gas leaking, water, trapped).

- 🔊 12 min  
FatalAcc.mp3




### Choking

- 🔊 4 min  
ChokingBaby.mp3



### Drowning

- 🔊 5 min  
Drown12Y.mp3
- 🔊 9 min  
DrownRelay.mp3
- 🔊 2 min  
DrownRiver.mp3



### Electrocution


- 🔊 5 Min  
Electrocution.mp3
- 🔊 2 Min  
Electrocution2.mp3
- 🔊 3 Min  
Electrocution3.mp3

Three members of a family who were electrocuted by 13,000 volts while trying to erect a radio antenna – it hit a power line.



### Pregnancy / Childbirth

- 🔊 3.5 min  
BabyDelivery.mp3
- 🔊 12 min  
BabyDelivery2.mp3
- 🔊 8 min  
BabyDelivery3.mp3



### Obvious DOA

Patients found identified as obviously DOA require a combined response and generally calls are brief. It may be important to stay online with family members who may be alone in distressing circumstances with the body. In addition in the event of a homicide investigation staying online may protect or even produce evidence.

- 🔊 2 min  
BillyMays.mp3
- 🔊 2 min  
ObviousDOA.mp3