

Milwaukee County EMS Dispatch Guidelines And Pre-Arrival Instructions For a 2-Tiered Response

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Version Date: April 4, 2007

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12/22/2004

TO BE DETERMINED ON ALL CALLS WHEN THE CALLER IS NOT THE PATIENT

ASK: Is the person **bleeding**? ————— **ALS / BLS**

NOT BREATHING

ANSWER: Yes / don't know ————— **ALS / BLS**

ASK: Is the person **awake** now? ————— **See appropriate chief complaint**

1. Yes ————— **See appropriate chief complaint**
2. No / don't know ————— **See appropriate chief complaint**

ANSWER: No / don't know ————— **See appropriate chief complaint**

ASK: Can I tell you try to wake the person, without putting down the telephone?

1. No / can't / will not (unconfirmed) ————— **BLS**

Note: Must put down telephone to find out
Instruct caller to find out more information and call 911 again

1. Yes / still no response (confirmed unconscious) ————— **ALS / BLS**

2. Yes, person is coming to / in & out of consciousness ————— **BLS**

EXCEPTION TO THE RULE IS "DECEASED / ASSISTANCE WITH BODY"

ABDOMINAL PAIN / STOMACH COMPLAINT

ASK: Is the patient pregnant? (If the complainant is female)

1. Yes ————— **See Labor / OB**

2. No / don't know ————— **See appropriate chief complaint**

ANSWER: No / don't know ————— **BLS**

ASK: Is anything else wrong? ————— **See appropriate chief complaint**

1. Yes ————— **See appropriate chief complaint**

2. No / don't know ————— **BLS**

ALLERGIC REACTION

ASK: Is the patient having trouble breathing / wheezing / or difficulty swallowing?

1. Yes ————— **ALS / BLS**

2. No / don't know ————— **BLS**

3. I don't know ————— **BLS**

4. I don't know / someone reaction or use of epinephrine ————— **ALS / BLS**

ASSAULT / SEXUAL ASSAULT / BATTERY

1. Minor bruises, broken bones, cuts, scrapes, etc. ————— **BLS**

2. Listen for other complaint ————— **See appropriate chief complaint**

3. Listen for uncontrolled bleeding / amputation ————— **ALS / BLS**

4. Listen for seizures ————— **ALS / BLS**

ASK: Is the assailant still on the scene?

1. Yes ————— **See appropriate chief complaint**

2. No / don't know ————— **BLS**

"HOW" notify the police

ASK: Does the patient have any other complaints?

1. No / don't know ————— **BLS**

2. Yes ————— **See appropriate chief complaint**

HOME MEDICAL EQUIPMENT

1. Listen for malfunction or alarm on apnea monitor, ventilator, or IV pump ————— **ALS / BLS**

2. Listen for trouble or out of home equipment ————— **BLS**

LABOR / OB / DELIVERY / MISCARRIAGE

ASK: How far along is the person?

1. Already delivered / delivery in progress ————— **ALS / BLS**

2. Full term (33 weeks & over) ————— **BLS**

3. Less than 5 months (<20 weeks) / don't know ————— **BLS**

4. Less than 5 months (20 to 32 weeks) ————— **BLS**

ANSWER: No / don't know ————— **See appropriate chief complaint**

ASK: Is she having contractions?

1. No / don't know ————— **BLS**

2. Yes ————— **See appropriate chief complaint**

ANSWER: Yes ————— **See appropriate chief complaint**

ASK: How far apart are the contractions?

1. 5 minutes or less ————— **ALS / BLS**

2. More than 5 minutes apart / don't know ————— **See appropriate chief complaint**

ANSWER: More than 5 minutes apart / don't know ————— **See appropriate chief complaint**

ASK: Is there a strong urge to push?

1. Yes ————— **ALS / BLS**

2. No / don't know ————— **BLS**

3. I don't know / someone reaction, high blood pressure, uncontrolled bleeding, placenta previa, ectopic, or other assistance ————— **ALS / BLS**

MEDICAL FACILITY, DOCTOR, NURSE, EMT, OR PHYSICIAN ASSISTANT REQUESTS EMERGENCY MEDICAL ASSISTANCE

ASK: What do you need?

1. Med unit only ————— **ALS**

2. Paramedics ————— **ALS / BLS**

3. Ambulance ————— **See appropriate chief complaint**

ANSWER: Ambulance ————— **See appropriate chief complaint**

NON TRAUMA PAIN (BACK / ARM / NECK / JAW)

ASK: How old is the person?

1. Less than 50 / don't know ————— **BLS**

2. 50 or older ————— **See appropriate chief complaint**

ANSWER: 50 or older ————— **See appropriate chief complaint**

BLEEDING

ASK: Where is the person bleeding from?

ANSWER: Vomiting / rectal / unknown / Other ————— **BLS**

1. Listen for uncontrolled or can't stop the bleeding ————— **ALS / BLS**

ANSWER: Vaginal

ASK: Is the patient pregnant?

1. Yes ————— **See labor / OB / delivery / miscarriage**

2. No / don't know ————— **BLS**

BREATHING DIFFICULTY

ASK: How old is the person?

1. Age 50 and over ————— **ALS / BLS**

2. Age under 50 / don't know ————— **BLS**

3. Listen for asthma, wheezing, emphysema, tracheostomy, allergic reaction, history of heart problems, COPD, chest pain, just any old not know ————— **ALS / BLS**

BURNS

ASK: How was the person burned?

ANSWER: Electrical / Electrocution ————— **ALS / BLS**

ANSWER: Non-electrical

ASK: What parts of the body were burned?

1. Large area / face or mouth (airway) ————— **ALS / BLS**

2. Small area ————— **BLS**

3. Unknown ————— **BLS**

4. Listen for burned infant - ages 0-1 years old ————— **ALS / BLS**

5. Listen for chemical splash ————— **ALS / BLS**

EXCEPTION TO THE RULE IS "DECEASED / ASSISTANCE WITH BODY"

CHEST PAIN / TIGHTNESS (PRESSURE)

ASK: How old is the person?

1. Age 40 and over ————— **ALS / BLS**

2. Age under 40 / don't know ————— **See appropriate chief complaint**

ANSWER: Age under 40 / don't know ————— **See appropriate chief complaint**

ASK: Does the person have a heart problem?

1. Yes ————— **ALS / BLS**

2. No / don't know ————— **BLS**

3. Listen for the use of cocaine, implanted defibrillator pad, or device ————— **ALS / BLS**

CHOKING

1. Listen for not breathing ————— **BLS**

2. Listen for not breathing ————— **ALS / BLS**

CHOKING

1. Listen for not breathing ————— **BLS**

2. Listen for not breathing ————— **ALS / BLS**

OVERDOSE / ALCOHOL / INTOXICATION

1. Listen for seizures ————— **ALS / BLS**

2. Listen for trouble or out of home equipment ————— **BLS**

3. Listen for trouble or out of home equipment ————— **BLS**

4. Other (Specify police) ————— **BLS**

5. Other (Specify police) ————— **BLS**

NOTE: Consider abnormal use of equipment

PERSONAL INJURY ACCIDENT

ASK: Where are the injuries?

1. Head, back, neck, chest, abdomen, back ————— **BLS**

2. Arm / leg ————— **BLS**

3. Other / don't know ————— **BLS**

4. Listen for pedestrian / motorcycle / bicyclist struck by auto ————— **ALS / BLS**

5. Listen for person trapped / not over crash, person thrown from auto, auto crash resulting in death of occupant inside of auto, high-speed crash (e.g. 40 mph) ————— **ALS / BLS**

NOTE: Consider abnormal use of equipment

PSYCHIATRIC / SUICIDE

ASK: Did the person take an overdose?

1. Yes ————— **BLS**

2. No / don't know ————— **See appropriate chief complaint**

ANSWER: No / don't know ————— **See appropriate chief complaint**

ASK: Did the person try to hurt himself / herself?

1. Yes ————— **BLS**

2. No / don't know ————— **See appropriate chief complaint**

ANSWER: Yes ————— **See appropriate chief complaint**

ASK: What did the person do?

1. Listen for hanging ————— **ALS / BLS**

2. Other ————— **See appropriate chief complaint**

ANSWER: See appropriate chief complaint ————— **See appropriate chief complaint**

SECURES

ASK: Is the person still seizing?

1. Yes / don't know ————— **BLS**

2. No / don't know ————— **BLS**

3. Listen for trauma, pregnancy, overdose, trouble, back to back, overdose, abnormal use of equipment ————— **ALS / BLS**

SICK / DIZZY / VOMITING / DIARRHEA - OTHER COMPLAINT NOT LISTED

ASK: Is anything else wrong?

1. No / don't know ————— **BLS**

2. Yes ————— **See appropriate chief complaint**

DECEASED / ASSISTANCE WITH BODY

ASK: How do you know the person has died?

1. Body is cold / stiff / decomposed / decapitated / etc. ————— **BLS**

2. Don't know for sure ————— **See appropriate chief complaint**

ANSWER: Yes / don't know ————— **See appropriate chief complaint**

ASK: Is the person breathing?

1. No ————— **ALS / BLS**

2. Yes ————— **See appropriate chief complaint**

ANSWER: Yes / don't know ————— **See appropriate chief complaint**

ASK: Is the person awake now?

1. Yes ————— **See appropriate chief complaint**

2. No / can't / will not (unconfirmed) ————— **ALS / BLS**

3. Yes / still no response (confirmed unconscious) ————— **ALS / BLS**

4. Yes, person is coming to / in & out of consciousness ————— **BLS**

DIABETIC

ASK: What is the patient's condition now?

1. Listen for age > 50 with back, arm, neck or jaw pain, nausea, vomiting, sweating, confusion, blood sugar > 400, less than 100, or not acting normally ————— **ALS / BLS**

2. Don't know / other ————— **BLS**

DROWNING

ASK: Is the person awake now?

1. Yes ————— **See appropriate chief complaint**

2. No / don't know ————— **See appropriate chief complaint**

ASK: Can I tell you try to wake the person, without putting down the telephone?

1. No / can't / will not (unconfirmed) ————— **BLS**

2. Yes / still no response (confirmed unconscious) ————— **ALS / BLS**

3. Yes, person is coming to / in & out of consciousness ————— **BLS**

4. I don't know / other ————— **ALS / BLS**

ELECTROCUTION

ASK: Where was the person burned?

ANSWER: Electrical / Electrocution ————— **ALS / BLS**

ANSWER: Non-electrical ————— **See appropriate chief complaint**

FALLS

ASK: How far did the person fall?

1. 20 feet or greater ————— **ALS / BLS**

2. Unknown height ————— **BLS**

3. Listen for fall from 2nd story or higher ————— **ALS / BLS**

ANSWER: Less than 20 feet ————— **See appropriate chief complaint**

HEAT / COLD EXPOSURE

ASK: Is anything else wrong?

1. No / don't know ————— **BLS**

2. Yes ————— **See appropriate chief complaint**

SHOOTING / STABBING

ASK: Where is the person injured?

1. Head, neck, chest, back, (pelvis, abdomen, back, buttocks, pelvis, groin) ————— **ALS / BLS**

2. Arm / leg / don't know ————— **BLS**

3. Other ————— **See appropriate chief complaint**

ANSWER: Less than 20 feet ————— **See appropriate chief complaint**

STROKE

ASK: Why do you think the person is having a stroke?

1. What are the symptoms?

2. Listen for can't talk, slurred speech, cant move 1 side of body, face looks different (facial droop)

3. Listen for person last seen to be normal without these symptoms?

4. Less than 5 hours ago ————— **ALS / BLS**

5. More than 5 hours ago / don't know ————— **ALS / BLS**

6. Listen for seizure ————— **See appropriate chief complaint**

7. Other ————— **See appropriate chief complaint**

TRAUMATIC INJURY NOT OTHERWISE SPECIFIED

1. Minor bruises, broken bones, cuts, scrapes, etc. ————— **BLS**

2. Listen for other complaint ————— **See appropriate chief complaint**

3. Listen for uncontrolled bleeding / amputation ————— **ALS / BLS**

4. Listen for seizures ————— **ALS / BLS**

5. Listen for trouble or out of home equipment ————— **ALS / BLS**

UNCONSCIOUS / UNRESPONSIVE / PASSED- FELL OUT / UNKNOWN / PARTY DOWN

ASK: Is the person awake now?

1. Yes ————— **See appropriate chief complaint**

2. No / can't / will not (unconfirmed) ————— **BLS**

3. Yes / still no response (confirmed unconscious) ————— **ALS / BLS**

4. Yes, person is coming to / in & out of consciousness ————— **BLS**