



# Medical Emergency

## In the event of a serious illness or injury

Immediately call 911 and tell the dispatcher about the person who needs attention:

- Gender
- Approximate age
- Nature of injury or illness
- Pertinent medical history (if known)
- Precise location

## First Response

The initial minutes after an injury or medical crisis can be the most important. If you remain calm, you will be better able to share critical information with emergency responders.

## Take appropriate actions

- Appropriate action can mean anything from just waiting nearby to applying direct pressure to a wound, performing CPR, or splinting an injury.
- Never perform a medical procedure if you are not sure how to do it.
- You may be asked to administer CPR or the Heimlich Maneuver in cases of stopped breathing or choking.

## Until help arrives

Do not move an injured person - unless there is immediate danger of further harm - until emergency medical personnel arrive.

- Keep the person warm
- If possible, designate someone to direct emergency responders from the approach to the victim.
- If appropriately trained, give first aid until emergency medical personnel arrive and take care of the victim.

## If the emergency is life threatening - call 911

- If you are not sure that the situation is life threatening, it is still best to call 911 or go directly to the hospital emergency department, where staff are trained to determine the best course of action. Hospitals and clinics provide emergency services to all patients, regardless of their ability to pay or insurance coverage.
- Even if you cannot speak, 911 operators may be able to identify your location from the call.
- Stay with the person who is injured until help arrives.
- Do not hang up until the operator says so.