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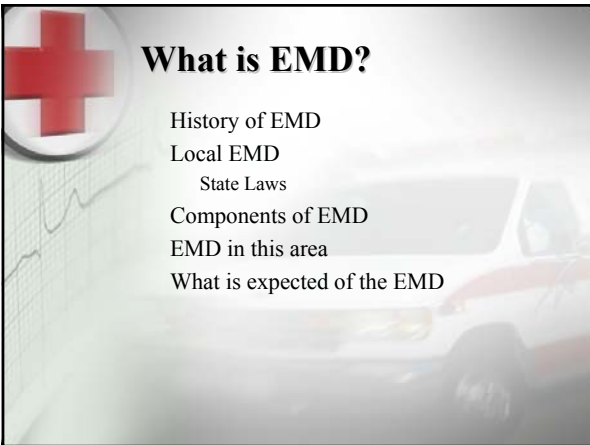
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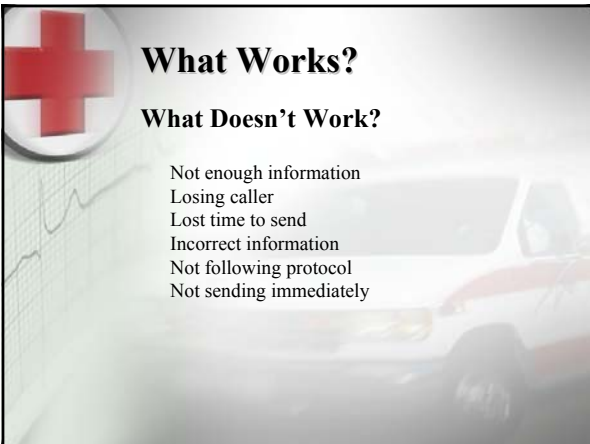
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## What Doesn't?

### What Doesn't Work?

- Not enough information
- Losing caller
- Lost time to send
- Incorrect information
- Not following protocol
- Not sending immediately

### How Do We Know?

- Lawsuit
- SOP Violations
- Quality Control

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## 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**

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## Your Skills

### EMD Knowledge

- Cards
- Protocol
- Voice

### Call Taking Mastery

- Offering pre-arrival
- Level of Response

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## Your Skills

- Doing No More Harm
- Educating Self
- Updating Skills
- Becoming Certified



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## Types of EMD Calls

- BLS
- ALS
- PreArrival
- Refusal
- Odd Calls
- Transfers
- Assists
- Walk In



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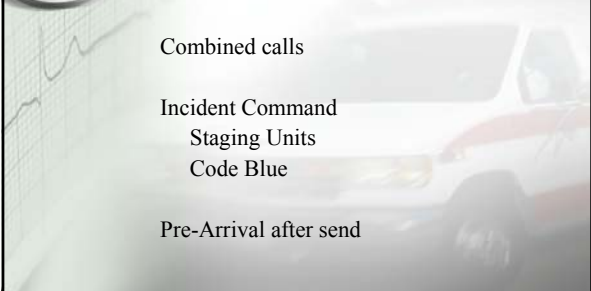
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## More Basics, W's

- Who, what, where, when,  
why, weapons
- Combined calls
- Incident Command
- Staging Units
- Code Blue
- Pre-Arrival after send



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