



# **EMD Call Review**

**Chain of Survival**

**Medical Chief Complaint Types**



# 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

**PreArrival 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.



# **Medical Chief**

## **Complaint Types**



## **Medical EMD Calls**

**ABDOMINAL PAINS**

**ALLERGIES/STINGS**

**BREATHING PROBLEMS**

**DIABETIC PROBLEMS**

**HEAD PAIN**

**HEART PROBLEMS**

**OD/POISONINGS/INGESTIONS**

**PSYCHIATRIC / BEHAVIORAL PROBLEMS**

**SEIZURES / CONVULSIONS**

**SICK PERSON**

**STROKE / CVA**

**UNKNOWN / MAN DOWN**



## Abdominal Pain

Cardiac pain such as myocardial infarction (M.I.) will describe the pain as in their upper abdomen.

Other causes may be OB problems.

Determine age, sex, history and condition to determine level of response.



5 min

AbdominalPain.mp3



## Allergies / Stings

Anaphylactic shock is the most critical allergic reaction and can be easily identified by SOB symptoms. Other reactions include swelling, redness. Check level of breathing normally and level of consciousness.



11 min

AllergicMom.mp3



# Breathing Problems

Can the patient speak in full sentences?

If unconscious is the person breathing  
**NORMALLY.**

Speak to your trainer **about the sound of agonal respirations.**



4 min

SOB.mp3



2 min

SOBHzmt.mp3



## Chest Pain

Chest pain that does not change, associated with SOB and profuse sweating indicate a serious heart problem.



11 min

Cardiac.mp3



2 min

Cardiac50.mp3



## Diabetic Problems

Diabetics who know their diagnosis can present in many ways depending upon their type of condition.

Consider level of consciousness, breathing. Often the family know what is needed and offer meds or juice.

Follow your EMD protocol



# Diabetic Calls



9 min

DiabeticReaction.mp3



6 min

DiabeticDeath.mp3



## Head Pain

Determine sudden onset, level of consciousness, problem breathing, prior head injuries.

7 min



HeadPainHX.mp3

Danny Gans entertainer died unexpectedly at his home in Las Vegas on May 1 at the age of 52. Later, the Clark County Coroner's Office ruled that Gans died of acute hydromorphone toxicity and chronic head pain syndrome. The death was deemed to be an accident.



## OD / Poisoning / Ingestions

Overdoses can be intentional or unintentional. Poisoning can affect a person in different ways. This includes reactions to medications. Check level of consciousness and breathings.



12 min

AllergicMom.mp3



8 min

ChildPoison.mp3



## **Psychiatric / Behavioral Problems**

Often diagnosed problems such as schizophrenia, mania, depression, etc.

Underlying medical problems often are mistaken for behavioral problems such as a diabetic reaction which often seems angry.

Attempt to determine medical history and current meds and if taken. Determine also safety items such as danger to responders.



## Psychiatric / Behavioral Call



15 min

TaserDeath.mp3

A young man was having a reaction to mental illness, in an effort to control him he was tasered by police and died as a result.



# Seizures

Seizures are common, seems everyone has a seizure 'threshold'. History and meds may indicate a condition and most likely family members will know if a person is epileptic.



6 min

SeizureMom.mp3



## Sick Person

This also has been defined as Man Down with an undefinable chief complaint, uncategorizable symptoms or signs.



30 sec

Anna Nicole Smith call.mp3



## Stroke / CVA

Defined as cerebral vascular accident (CVA) symptoms often are not stated, mostly signs of paralysis inability to communicate.



### **A 911 Call Saved My Life.**

When I walked into the locker room at work, I realized something was wrong. I couldn't speak. I tried to pick up my lock, but my right hand couldn't grab it. One of my co-workers noticed something was wrong and asked if I could write. With my left hand, I scribbled 911 on a piece of paper. Luckily, my friend knew the signs of stroke and got help. She called an ambulance, and I was rushed to the emergency room. The doctors ran some tests and put a drug into my IV. Within 10 minutes I could speak again. I didn't know a thing about stroke before I had one. Now, I make sure that all my family knows the signs of stroke so they can get help if they need it.



## Unknown / Man Down

These calls are usually third party calls reporting an unknown situation or a man down and appearing to need assistance.



4 min

ManDown.mp3