

# HOW TO HANDLE MEDICAL EMERGENCIES



## BEFORE CALLING 911, STOP AND COMPLETE A QUICK ASSESSMENT



### Did the resident have a slip, trip or fall?

- Ask them if they are injured.
- Ask them if they can get up on their own.

### What to do?

- If not seriously injured, help them up. Call doctor office.
- If they have a life-threatening injury, call 911.

## STEPS TO CALLING 9-1-1

### Stay calm. Talk slowly.



- Tell the operator your name, phone number, facility name and address.
- Tell the operator your emergency.
- Unlock the door and send someone out front to meet the fire department.
- Stay on the phone with 911 until they tell you to hang up.

### Be prepared to answer the following questions for 911 dispatchers:



- How old is the resident?
- Is care staff with the resident?
- Does the resident have any injuries? Can they breathe? Are they awake? Can they talk?

### Stay with the resident and have others help you by getting paperwork ready for medics:



- Patient Facesheet (see bottom left of this page to see how you can download this form).
- Medical history.
- List of current medications.
- Important documents (Advance Directives, DNR, POLST).

### IMPORTANT!

A staff member must stay with the resident for the entire time medics are in your facility. After medics leave, contact the residents case manager or primary care physician.

FACILITY NAME:

FACILITY ADDRESS:

FACILITY PHONE:



Download a Patient Facesheet:  
Scan QR code or  
visit [www.southsnofire.org/AdultCareFacilities](http://www.southsnofire.org/AdultCareFacilities)

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