

## PSAP Script

### 1. Is the patient awake?

Yes: Respond as usual (see appropriate chief complaint)

No: Go to Step 2

Unsure: **Try to wake them up while I wait on the line**

### 2. Is the patient breathing normally?

Unknown: Go to Step 3

Yes: Respond as usual (see appropriate chief complaint)

No: Dispatch ALS/BLS; Transfer to an EMS Communicator; Go to Step 4

### 3. Describe the patient's breathing, what does their breathing sound like? How often do you see them breath?

- If breathing is absent or reported as one of the following agonal descriptors:
  - Gaspings
  - Once in a while
  - Snoring now and then
  - Gurgling
  - Barely breathing
  - Moaning – weak or heavy
  - Occasional

Dispatch ALS/BLS; Transfer to an EMS Communicator

- If breathing normally: respond as usual (see appropriate chief complaint)

### 4. Transferring to a EMS Communicator, state the following:

**OK, Sir/Ma'am I am sending an ambulance now. I am also transferring you to my partner who will give you more directions...**

Once the EMS Communicator answers state:

**This \_\_\_\_\_ dispatch center. I have a caller reporting an \_\_\_\_\_(age if known) PNB (give an pertinent details e.g., post drowning). Unit \_\_\_\_\_ has been dispatched.**

\*\*\*Remain on the line until you hear the EMS Communicator start talking to the

caller\*\*\*\* Version 1.1; Approval Date: 4/27/2015