

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 MC 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:
 - Gasping
 - Once in a while
 - Snoring now and then
 - Gurgling
 - Barely breathing
 - Moaning – weak or heavy
 - Occasional

Dispatch ALS/BLS; Transfer to MC EMS Communicator

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

4. Transferring to MC 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 MC 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 MC EMS Communicator start talking to the caller******