



West Allis Fire Department

911 Quick Reference



Our dispatchers use a system where they have to read through a questionnaire. Give basic answers only.

Dispatch questions:

What is your address?

What is your phone number?

Okay, tell me exactly what happened?

- State if a nurse or doctor asked you to call 911

Example: A nurse is with the patient and asked me to call 911. (S)he stated the patient is...

Are you with the patient now?

How many people are hurt/sick?

How old is (s)he? Approximate if unknown

Is (s)he awake?

Is (s)he breathing?

Is this a call a result of an evaluation by a nurse or doctor?

Is (s)he completely alert?

Is (s)he breathing normally?

Does (s)he have any significant bleeding?

Does (s)he have any shock symptoms?

Is (s)he in severe pain?

Will any special equipment be necessary?

Will additional personnel be necessary?

Call 911 For Life Threatening Emergencies

Calling 911

Why do they ask so many questions when I call 911? Here is a breakdown of the initial *Case Entry Questions*, why they are asked, and what the dispatcher needs to know. Please note that our dispatchers are trained to get the answers to these questions, are being evaluated, and providing these answers helps us get the proper resources to the patient faster.

Case Entry Questions

1. What's the address to the emergency?
 1. Where is the patient, not you.
 2. Where should the ambulance go?

2. What's the phone number you're calling from?
 1. Needed in case the call gets disconnected or the dispatcher needs to call you back

3. Okay, tell me exactly what happened.
 1. Description of what is going on with the patient.
 2. "Chief Complaint"
 3. You may get asked if you are with the patient now.

4. How old is (s)he?
 1. Age of patient, or approximate age.

5. Is (s)he awake? (conscious)
 1. Yes/No/Unknown.

6. Is (s)he breathing?
 1. Yes/No/Uncertain/Unknown.
 2. You may be asked to go check.

Based on your answers to the above questions the dispatchers will move to a more specific list of questions and instructions.