

Contacting EMS for a Medical Emergency

Rationale: During periods in which [insert name] appears to be in a medical crisis, 911 will be contacted.

Purpose: To provide [name] with timely medical attention.

Information to share with EMS:

Share with operator:

- I live at [address; specify type of housing and unit if applicable].
- I am call regarding [insert who you're calling about] who is [age] and lives with [who they live with].
- Person's name: _____ Person's DOB: _____
- Relevant diagnoses:
- Review present situation and purpose behind call
- Include basic physical presentation of person (e.g. height, weight, if they use a mobility device).
- Include essential information about the person's communication (e.g. if they don't communicate verbally).
- Include tips for successfully communicating with [name]
- Provide any information that is essential to keep the person/ EMS safe (e.g. any challenging behaviours)
- Share who is in the environment (e.g. support staff, other children, etc.)
- Review where you will greet EMS (e.g. if you are in an apartment, greet them in the lobby if possible)

Prepare for EMS:

- All medications should be listed in a clear plastic pouch (should include listing form the last delivery of medication from the pharmacy) together with a copy of the person's health card
- A letter with specific instructions for EMS from the Family Doctor, if applicable (e.g. request to be taken to a specific hospital)
- All recent medical issues should be noted including behavioural presentation, means of communication, etc. (The one-page profile could be helpful for this).
- Relevant community contacts to be listed, including:
 - Medical doctor/specialists
 - Community contacts involved with the person (e.g. therapists, case manager, LHIN care coordinator)
- Recent medical interventions and/or hospitalizations

Notes:

- Ensure go-bag is ready and accessible
- Caregiver to request to accompany person to hospital