



What to Expect When You Call 911 for Emergencies

Dispatchers for the Auburn Hills are trained Emergency Medical & Fire Dispatchers (EMD/EFD) through the International Academies of Emergency Dispatch. Dispatchers utilize a protocol-based software system to process medical and fire calls, which is authorized by the Oakland County Medical Control Authority. Here are questions that the dispatchers are required to ask:

- ❖ What is the address of the emergency? They will ask you to repeat the address to verify the location if it is not generated on their screens from the E911 system.
- ❖ What is the phone number you are calling from? Repeat the number if asked, it may not generate on their screen.
- ❖ Okay, tell me exactly what happened?
- ❖ How old is s/he? Approximate age may be given.
- ❖ Is s/he awake? Is s/he breathing?
- ❖ If any answers are unknown to the caller, then the caller must inform the dispatcher that they do not know. Some of these questions may not be known to the caller since they are not with the patient. By quickly responding to the questions or informing the dispatcher that they do not know, assists us in determining the seriousness of the call and sending emergency resources by a proper response mode (lights/siren or normal driving).
- ❖ Dispatchers may ask follow-up questions of the caller based on the patient's situation. Many times, these follow-up questions are being asked while first responders are simultaneously being dispatched to the call.
- ❖ Once critical information is gathered, callers may be asked:
 1. To move to a safe environment if possible, or
 2. Stay on the line to give updated information or
 3. Assist in providing care for the ill /injured person until help arrives