

Outagamie County Sheriffs Department Communications Division



Summer 2009

You Dialed 911, Now What?

Where do you need help? What is the emergency? Do you need police, fire, or ambulance services? These are just a few of the questions you can expect to be asked when dialing 911 for help. As an informed citizen you should be prepared to answer these and possibly more questions when you dial 911 for help. Depending on the type of emergency, different sub-questions may be asked to obtain more detailed information. Medical emergencies are among the most critical calls for service; so if you have a medical emergency you need to know the following information.

When to Call

If you are in doubt as to whether you have an emergency or a non-emergency try to answer these questions.

1. *Is a person in danger?*
2. *Do you need the Police, Fire Department, or an Ambulance immediately?*
3. *Are you a witness to a crime or serious situation that just occurred?*

If you answered yes to any of the above questions you have an emergency! Dial 911!

Outagamie County Sheriff's Department offers specialty care for every emergency situation. In particular medical emergencies require specific care requirements that can be handled over the phone. When you dial 911 with a medical emergency you are not just waiting for help to arrive on scene, you already have help at your disposal via the trained Emergency Medical Dispatcher that answered your call. Medical emergencies can be overwhelming situations and without proper care a patient's status can turn from bad to worse in an instant! When you dial 911 in Outagamie County you will be better equipped to handle any medical emergency because you have a trained professional at your disposal. Instructions on CPR, childbirth, and even how to help someone in a sinking vehicle is just a phone call away.

Medical emergencies are intimidating situations no doubt; but why are those pesky dispatchers asking so many questions instead of just sending help? Good Question! Our trained dispatchers know just what questions to ask in order to get you the help you need, as quickly, and as safely as possible. Each Medical Dispatcher is trained to ask a series of questions that can determine where you need help and what kind of help is needed. Outagamie County has also streamlined the process so that the medical assistance being provided isn't interrupted in order to get help going. In fact, the Medical Dispatcher asking you questions creates a screen for his/her co-worker to send you an ambulance while they are still on the phone with you. So, all those questions they're asking aren't delaying an ambulance!

What they are doing is relaying the needed medical information to the Emergency Responders so that they can better assist you when they arrive on scene. But wait, there's more! All of those questions also help to determine what type of care the Medical Dispatcher can provide to you before responders arrive on scene. The Medical Dispatcher can provide medical instructions on any type of medical situation that arises, from how to stop a bloody nose to helping a snake bite victim. The types of questions asked are imperative to quality patient care that can greatly assist responding Emergency Services in patient treatment.

Outagamie County Sheriffs Department

320 S. Walnut St.
Appleton, WI 54911

Phone: 920-832-5000 non-emergency
Website: www.co.outagamie.wi.us

**Dial 911 for
emergency
services in
Outagamie
County**