



What to Expect When You Call 911 for Medical or Fire Emergencies

Dispatchers from the Auburn Hills Department of Emergency Services 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. The following are questions that dispatchers are required to ask:

- **What's the address of the emergency?**
 - Dispatchers will ask you to repeat the address to verify the location if it is not generated on their screens from the E911 system.
- **What's the phone number you're calling from?**
 - This may also be asked to be repeated if not 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 all the caller has to do is inform the dispatcher that they don't know.

Dispatchers may then ask follow up questions of the caller based on the patient's chief complaint. Many times these follow-up questions are being asked while first responders are simultaneously being dispatched to the call. Some of these questions may not be known to the caller based on the fact that 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).

Once critical information is gathered, callers may be asked to do nothing, get out of an unsafe environment, or stay on the line and assist in providing care for the ill or injured person.