MCSO Communications Center

WHAT TO EXPECT WHEN DIALING 9-1-1 FOR A MEDICAL EMERGENCY

The Marin County Sheriff's Office Communications Center answers all 9-1-1 calls[1] in Southern Marin (Sausalito, Belvedere, Tiburon and Mill Valley) as well as all of the unincorporated areas of Marin County. In all other areas of Marin County (San Rafael, Novato and Twin Cities) medical calls are transferred to the MCSO Communications Center for triage and dispatch.

When you call 9-1-1 from these areas the Dispatcher will answer the phone in the following manner:

"Marin County 911…..do you have a Police, Fire or Medical Emergency?"

Be prepared to give one of these answers (Police/Fire/Medical).

If it is a Medical Emergency be prepared to answer these **Questions**[2]:

What is the address of your emergency?

- *Tell the Dispatcher the LOCATION (ADDRESS) of where the HELP needs to respond.*
- *Include a room number, or exact location (i.e. on the playground or in Rm. #3)*
- *The Dispatcher may also confirm the CITY in which you live as well due to similar address in the County. (This is for your SAFETY).*

What is the phone number you are calling from?

- *This is to ensure we can call you back if disconnected.*

Ok, tell me exactly what happened?

- *Briefly describe what is happening <or> if you aren't sure just tell us what you see.*
  - *"A man is having a seizure" <or> "There is a man here in the room who has fallen to the floor and is shaking"*
  - *"A woman is having chest pains" <or> "A woman grabbed her chest and is having trouble breathing"*

Are you with the patient now?

- *This is important information in case we need to provide lifesaving pre-arrival instructions.*

How old is s/he?

- *Know the age of the patient <or> an approximate age. Don't just say young or old, try to give a range if you aren't sure.*
  - *I.e. looks to be about 20 years old*

. ***Is s/he awake?***

- ***Yes, No, Unknown***
- *We are trying to confirm if the patient is awake/conscious, this makes a difference in the response and the questions we will ask.*

Is s/he breathing?

- ***Yes or NO***
- *Haven't checked and nearby the patient?*
  - *"you go check and tell me what you find"*

Based on the answers to these questions, the Dispatcher will ask specialized questions from the Medical Dispatch System.

Help is on the way while these questions are being asked.

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[1] If you are calling 9-1-1 from a cell phone on or near the freeway your call may be answered by the California Highway Patrol (CHP) who will transfer it to Marin County if it is not traffic related.

[2] The MCSO Comm. Center utilizes the "National Academy of Emergency Medical Dispatch" Medical Priority Dispatch System on Medical calls in Marin County. This Dispatch system asks questions based on the medical compliant and then can provide pre-arrival instructions for CPR, Childbirth and Choking. In addition to pre-arrival instructions the Medical trained Dispatcher can also advise a caller with Chest Pains or heart attack symptoms to take aspirin for early treatment purposes and much more including bleeding control and utilization of a defibrillator (AED).