

## When to Call 9-1-1

At times you may not be sure whether it is appropriate to use this emergency number for medical problems. Here are some guidelines that may help you decide if this is a real medical emergency.

- A. Is the person (or you) having difficulty breathing?
  - Not breathing?
  - Labored breathing?
  - Choking?
  - Wheezing or suffering from an allergic reaction (hives, redness, facial swelling)?
  - Is this a drowning or near drowning?
- B. Is the person having chest pain or pressure (possible heart attack)?
- C. Is the person having severe abdominal pain?
- D. Is the person unconscious?
  - Any fall or other type of injury?
  - An unexplained episode of unconsciousness?
  - A seizure (shaking of arms and legs accompanying the unconsciousness)?
  - Is the patient a diabetic?
- E. Is the person dizzy or lightheaded (possible stroke)?
  - Can the person move his/her arms and legs equally?
  - Is the person having slurred speech or difficulty speaking or walking?
  - Is the person confused or disoriented?
- F. Is there uncontrolled bleeding?
  - “Pumping out” rapidly?
  - Bleeding slowly but continuously oozing?
- G. Is this possibly a poisoning or an overdose?
  - Did the person take too many pills or other type of medication (including Aspirin or Tylenol)?
  - If ingestion was unintentional and person is awake and alert,  
**Call Poison Information 1-800-222-1222**
- H. Does this person appear to have a fracture or broken bone?
- I. Is the person having the worst headache of his/her life?
- J. **If there is any doubt in your mind, call 9-1-1**

### Be prepared to:

- Speak clearly and slowly
- Give the exact location
- Describe the situation
- Answer questions from the 9-1-1 operator
- Follow instructions from the 9-1-1 operator
- **DO NOT HANG UP** until told to do so