Medical Call is Received

Case Entry Protocol
1. What's the address of the emergency?
2. What's the phone number you're calling from?
3. Chief Complaint: What's the problem, tell me exactly what happened?
   a. Are you with the patient now?
   b. How many people are hurt? (Not obvious)
   c. Is s/he still choking now? (Not obvious)
4. Patient's age
5. Status of consciousness
6. Status of breathing

Life Threat – Maximum Response

Dispatch protocol (secondary assessment)
Stroke Protocol – Key Interrogation Sequence:
1. Is s/he completely awake (alert)?
2. Is s/he breathing normally?
3. Is s/he able to talk normally?
4. Tell me why you think it's a stroke.
   Movement problems
   Speech problems
   Numbness and tingling
   Vision problems
   Sudden onset of severe headache
5. When was s/he last without this problem (the last time s/he was normal?)
6. Has s/he ever had a stroke before?

Post-Dispatch Instructions:
Caller instructions given when possible and appropriate

Pre-Arrival Instructions:
Scripted instructions to be read verbatim by dispatchers for critical conditions