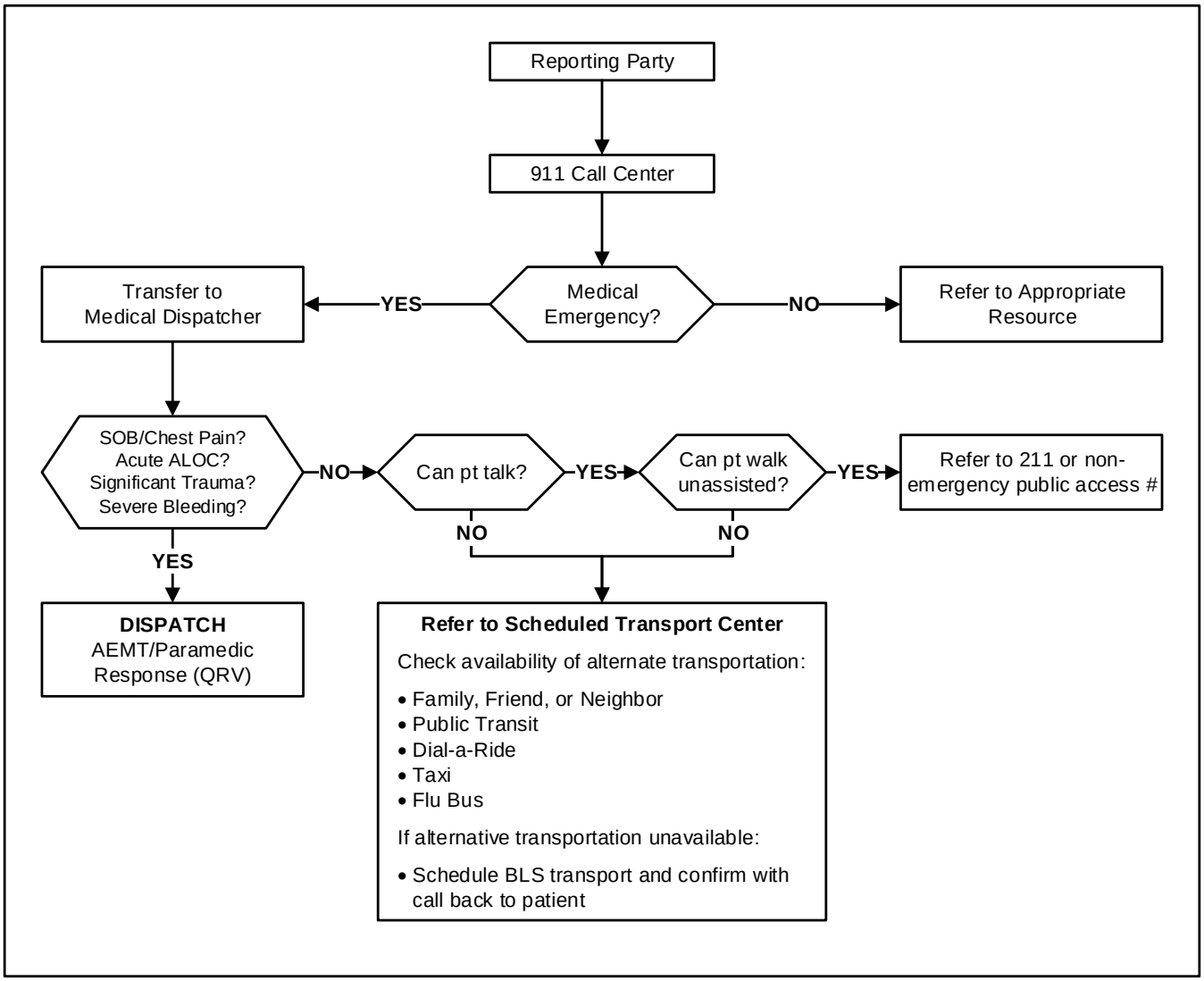
Reporting Party
911 Call Center
Medical Emergency?
YES
Transfer to Medical Dispatcher
NO
Refer to Appropriate Resource
SOB/Chest Pain? Acute ALOC? Significant Trauma? Severe Bleeding?
NO
Can pt talk?
YES
Can pt walk unassisted?
YES
Refer to 211 or non-emergency public access #
NO
NO
YES
DISPATCH
AEMT/Paramedic Response (QRV)
Refer to Scheduled Transport Center
Check availability of alternate transportation:
• Family, Friend, or Neighbor
• Public Transit
• Dial-a-Ride
• Taxi
• Flu Bus
If alternative transportation unavailable:
• Schedule BLS transport and confirm with call back to patient