

Dallas Fire-Rescue Department

Serving the Citizens of Dallas
One phone call at a time...

Caring for the Citizens of Dallas
One medical instruction at a time!



EMD Program

- ◆ The EMD program was put into place in 2000.
- ◆ It provides pre-arrival instructions and medically scripted instructions for our Citizens needing help.
- ◆ Continues to allow for quick responses by field units while providing care when units are en route to the patient.

Help is on the way!

- ◆ Calming the caller down is an important link to getting help to the patient quickly.
- ◆ The Dispatcher must also ascertain the type of emergency the patient is experiencing.
- ◆ Then the Dispatcher provides pre-arrival instructions for the patient.



Example

- ◆ Instructions are given to callers when someone at the location or the caller is experiencing chest pain. Instructions include reminding the patient to take important life-saving medication that can reduce the damage of a myocardial infarction.



When seconds count

Medically Scripted Protocols are given
during life threatening emergencies.



Medically Scripted Emergencies include:

Cardiopulmonary Resuscitation
Obstructed Airway
Airway Control
and
Emergency Childbirth

A Voice of Reassurance

- ◆ It is estimated that for every minute that CPR has not begun that patient survivability goes down by 10%.
- ◆ CPR needs to be started while units are en route to increase survivability.
- ◆ Callers can be instructed how to complete the steps of CPR with no prior CPR training.
- ◆ Callers can also be instructed on what to do when a delivery is imminent on an emergency childbirth call.


The Voice of Dallas

- ◆ A voice can speak volumes over the phone.
- ◆ Dallas Fire-Rescue wants it's voice to say that your call is important to us. We are sending help expeditiously. We want to provide care and life-saving intervention during the interim. Your health and welfare are important!