

EMERGENCY CHECKLIST: CALLING 911

Brought to you by the Penn Mahoning Ambulance Association (PMAA)

Print this guide, keep it in a central location (like your refrigerator), and make sure all family members, babysitters, and caretakers know where to find it.

■ STEP 1: What to Tell the 911 Dispatcher

Answering these questions does not delay help. PMAA crews are dispatched while you are speaking.

- **The Exact Address:** Give your precise location in the West Penn/Mahoning area. Include building numbers, apartment letters, long lane markers, or the closest cross streets.
- **Your Phone Number:** State the phone number you are calling from clearly in case the call drops.
- **The Primary Problem:** Tell them exactly what happened (e.g., "My family member collapsed," "There was an accident on Route 309").
- **Consciousness & Breathing:** State clearly if the patient is awake and if they are breathing normally.

■■ STEP 2: While the Ambulance is En Route

Minutes matter. Take these quick steps to help PMAA crew locate your home and reach the patient safely.

- **Secure All Pets:** Put dogs and cats in a closed room. Friendly pets can become protective or highly stressed when emergency responders enter.
- **Turn On Exterior Lights:** Switch on porch, garage, and driveway lights—even during daylight hours—to make your house stand out.
- **Unlock the Primary Door:** Ensure the front entrance is unlocked and completely clear.
- **Clear Path for the Stretcher:** Move vehicles out of the driveway if possible, and move hallway furniture so our crew can move freely.
- **Post a Spotter:** If someone else is present, have them stand at the road or driveway edge to wave down the approaching PMAA ambulance.
- **Stay on the Line:** Do not hang up until instructed. Follow any emergency medical instructions the dispatcher provides.

■ STEP 3: Gather for the Paramedics

If it is safe to do so, collect these critical items to hand directly to the medical crew when they walk through the door.

- **The Patient's ID:** Driver's license, state identification card, or insurance card.
- **Medication List:** A complete, written list of medications and dosages (or place all their physical pill bottles into a single bag).
- **Medical History:** A brief summary of known medical conditions, major allergies, or recent surgeries.
- **Legal Documents:** Have any valid legal medical documents ready, such as a DNR (Do Not Resuscitate) order or Living Will.

PMAA Safety Reminder: Never hesitate to call us. If you believe you are experiencing a life-threatening medical emergency, call 911 immediately.

