

EMS

WHAT WE NEED TO KNOW:

1. **Exact location** where help is needed.
2. Call back **telephone number**
3. **Exact problem** (Tell me what happened)
4. **How many** people are hurt
5. **Age** of the patient
6. Is the patient **conscious**
7. Is the patient **breathing**
8. Is the patient **male or female**

Depending on the "Chief Complaint" (exact problem), **additional information** will be asked; typically ranging from one (1) to ten (10) questions.

This is to aid in determining the most appropriate and efficient response to help the patient.

Once the appropriate response has been dispatched, instructions will be given by phone to assist the caller in helping the patient until emergency units arrive.

FIRE

WHAT WE NEED TO KNOW:

1. **Exact location** where help is needed
2. Call back **telephone number**
3. **Name** of caller
4. What **type of call** is it (Tell me what happened)
 - a. Fire (house, brush, woods, trash, vehicle, etc.)
 - b. Service call
 - c. Trees, Power Lines Down
 - d. Box Alarm
5. Is there any threat of **personal injury**
6. If injury, what **type of injury**
7. Any **hazardous** circumstances
8. Any **unusual circumstances** present

Any **additional information** as each type call mandates

Fire Department personnel are members of the "first responder" program. That means that they will respond to your medical emergency while waiting for EMS to arrive, they can help you and stabilize the situation.

LAW ENFORCEMENT

WHAT WE NEED TO KNOW:

1. **Where:**
 - help is needed
 - did / is the incident occurring
 - Who:**
 - needs help
 - is calling (address and phone number)
 - is involved (how many people and a description)
3. **What: Exact Problem**
 - tell me what happened
4. **When:**
 - did the incident occur
5. **Weapons:**
 - any weapons involved
 - who is armed
 - what type of weapons
6. **Alcohol:**
 - is anyone intoxicated
 - anyone under the influence of illegal substances

Additional information as each type call mandates.

NON-EMERGENCY NUMBERS

24 hour non-emergency telephone numbers

252-459-4121

252-459-7131

For additional information or if you would like to schedule a tour of our 911 Center or arrange 911 Presentation for your club, civic organization etc. please call 252-459-9805 Monday thru Friday 8:00 a.m. to 5:00 p.m.

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NASH COUNTY

EMERGENCY COMMUNICATIONS 911



YOUR FIRST POINT OF CONTACT IN AN EMERGENCY

