**911 Dispatch Form**

**Objective:** To provide a guide for caregivers at Assisted Living Facilities with information they need to provide when calling 911

**911 Dispatch Key Questions:**

* Location / Address
* Resident Age
* Resident Sex
* Short of breath?
* Conscious or unconscious?
* Confusion present?
* Pertinent medical diagnosis/history, if known
* Name of caller
* Phone number of caller

**Other questions that the caller may be asked:**

* Is the doctor or nurse on site?
* May be asked to speak to a person knowledgeable about the resident
* What are the resident's vital signs?
* Have you given medications to the resident today?

**Specific questions that may be asked regarding falls:**

* Is the resident speaking normally?
* Is the resident having any trouble breathing?
* Can the resident respond to you and follow simple commands?
* Can the resident answer your questions?
* Is the resident combative?
* How far did the resident fall?
* What did the resident land on?
* Is the resident able to move their fingers and toes?
* Is the resident bleeding? If yes, from where? Are there any obvious injuries?
* Did the resident complain of any discomfort or illness just before the fall?
* If accident, what part of the body has been injured?