PSAP Script

1. Is the patient awake?
   Yes: Respond as usual (see appropriate chief complaint)
   No: Go to Step 2
   Unsure: **Try to wake them up while I wait on the line**

2. Is the patient breathing normally?
   Unknown: Go to Step 3
   Yes: Respond as usual (see appropriate chief complaint)
   No: Dispatch ALS/BLS; Transfer to an EMS Communicator; Go to Step 4

3. Describe the patient’s breathing, what does their breathing sound like? How often do you see them breathe?
   • If breathing is absent or reported as one of the following agonal descriptors:
     • Gasping
     • Once in a while
     • Snoring now and then
     • Gurgling
     • Barely breathing
     • Moaning – weak or heavy
     • Occasional

     Dispatch ALS/BLS; Transfer to an EMS Communicator

   • If breathing normally: respond as usual (see appropriate chief complaint)

4. Transferring to a EMS Communicator, state the following:

   **OK, Sir/Ma’am I am sending an ambulance now. I am also transferring you to my partner who will give you more directions...**

   Once the EMS Communicator answers state:

   **This______ dispatch center. I have a caller reporting an_____(age if known) PNB (give an pertinent details e.g., post drowning). Unit____has been dispatched.**

***Remain on the line until you hear the EMS Communicator start talking to the caller**** Version 1.1; Approval Date: 4/27/2015