CPR Prearrival Script

Hello, my name is ____. Help is on the way. I am going to tell you what to do until they arrive.

- Actively listen to the story the caller and PSAP dispatcher are telling you:
  - If they say how old the patient is go directly to the appropriate script. If the patient is an adult or older than 8 years old and you suspect the arrest is secondary to respiratory arrest (e.g., drowning, choking) or an overdose go to page 3
    ***based on what PSAP/caller tells you – do not ask questions***
  - If they say the patient is pregnant in third trimester go to page 8
  - If they say the patient is a neonate (field delivery) go to page 7
  - If they say the patient has a Tracheostomy/Laryngectomy Patients (Stoma) page 9
  - If you suspect the patient is not in arrest (e.g., you hear the patient talking/crying, hear someone say they are breathing at a normal rate, or have a blood pressure), confirm the patient is in cardiac arrest:
    - Is the patient awake?
    - Is the patient breathing normally?
    - Any Yes: Go to page 10
      - If you suspect the patient is conscious but actively choking go to page 11
    - Both No: Go to correct script for age and situation**
      - **If in your judgment the patient is unlikely to be in cardiac arrest go to page 10 (e.g., you hear them talking or crying in the background)**

Is the person an adult or a child?

Adult: go to Adult CPR script page 2
  - If you suspect the arrest is secondary to respiratory arrest (e.g., drowning, choking) or an overdose go to page 3

Child: Is the child older than 8?

Yes: go to Child Over 8 Years Old CPR script page 4
  - If you suspect the arrest is secondary to respiratory arrest (e.g., drowning, choking) or an overdose go to page 3

No: Is the child older than 1 year?

Yes: go to Child 1-8 CPR script page 5
  No: go to infant CPR script page 6
Get the phone NEXT to the person -- if possible put your phone on speaker.

Listen carefully. I’ll tell you what to do.

1. Get them FLAT on their back on the floor.
2. KNEEL by their side.
3. Put the HEEL of your HAND on the CENTER of their CHEST, right BETWEEN the NIPPLES.***can instruct to bare chest if needed
4. Put your OTHER HAND ON TOP of THAT hand.
5. With your arms straight PUSH DOWN FIRMLY, ONLY on the HEELS of your hands, as hard and fast as you can.
6. Do it 50 times, just like you’re PUMPING the chest. Count OUTLOUD 1-2-3.... ***(correct rate if needed)
7. Great job, keep going, PUMP the chest as hard and fast as you can another 50 times. Count OUTLOUD 1-2-3.... ***(correct rate if needed, can restart counting at lower numbers if needed)
8. Great job, keep going, PUMP the chest as hard and fast as you can another 50 times. Count OUTLOUD 1-2-3.... ***(correct rate if needed, can restart counting at lower numbers if needed)
9. Great job, keep going, PUMP the chest as hard and fast as you can another 50 times. Count OUTLOUD 1-2-3.... ***(correct rate if needed)
   If help has not arrived after ~600 compressions go to page 3 Breathing bullet 8
   ***If rescuer becomes too tired to continue instruct them to have someone else take over. If alone, have them rest a short time then continue compressions as soon as possible.***

10. Keep doing it until help takes over. I’ll stay on the line.

NOTE: IF CALLER REPORTS VOMITING, INSTRUCT CALLER TO:

- Turn their head to one side.
- Sweep out contents with your fingers before you resume.

***Go back to step 3
Get the phone NEXT to the person -- if possible put your phone on speaker.
Listen carefully. I’ll tell you what to do.

1. Get them FLAT on their back on the floor.
2. KNEEL by their side.
3. Put the HEEL of your HAND on the CENTER of their CHEST, right BETWEEN the NIPPLES
   ***can instruct to bare chest if needed
4. Put your OTHER HAND ON TOP of THAT hand.
5. With your arms straight PUSH DOWN FIRMLY, ONLY on the HEELS of your hands, as hard and
   fast as you can.
6. Do it 30 times, just like you’re PUMPING the chest. Count OUT LOUD 1-2-3.... ***(correct rate
   if needed)
7. THEN COME BACK TO THE PHONE!
(Breathing) Listen carefully. I’ll tell you what to do next.

8. PINCH the nose.
9. With your OTHER hand, LIFT the CHIN so the head BENDS BACK.

If possible choking: “Look inside mouth, remove any obvious obstruction”.
10. COMPLETELY COVER their mouth with your mouth.
11. GIVE 2 breaths of air.
    ***If they don’t want to give breaths continue with compression only***
12. THEN, COME BACK TO THE PHONE!
Listen carefully, I’ll tell you what to do next.

13. MAKE SURE the HEEL of your hand is on the CENTER of their chest, RIGHT BETWEEN the
    NIPPLES PUMP the CHEST 30 times as hard and as fast as you can.
14. PINCH the NOSE and LIFT the CHIN so the head BENDS BACK.
15. Give 2 MORE breaths
16. KEEP DOING THIS. REMEMBER, PUMP the CHEST as hard and fast as you can 30 times, then 2
    breaths
17. Keep doing it until help takes over. I’ll stay on the line.

Foreign Body Airway Obstruction: (confirmed choking now unconscious)

• After each set of 30 compressions “Look inside the mouth, remove any obvious obstruction”. ***If object is
  removed give ventilations between each set of 30 compressions. If object not seen continue with
  compressions (step 4).

NOTE: IF CALLER REPORTS VOMITING, INSTRUCT CALLER TO:

• Turn their head to one side.
• Sweep out contents with your fingers before you resume.
Get the phone NEXT to the person -- if possible put your phone on speaker.

Listen carefully. I’ll tell you what to do.

1. Get them FLAT on their back on the floor.
2. KNEEL by their side.
3. Put the HEEL of your HAND on the CENTER of their CHEST, right BETWEEN the NIPPLES.***can instruct to bare chest if needed
4. Put your OTHER HAND ON TOP of THAT hand.
5. With your arms straight PUSH DOWN FIRMLY, ONLY on the HEELS of your hands, as hard and fast as you can.
6. Do it 50 times, just like you’re PUMPING the chest. Count OUTLOUD 1-2-3.... ***(correct rate if needed)
7. Great job, keep going, PUMP the chest as hard and fast as you can another 50 times. Count OUTLOUD 1-2-3.... ***(correct rate if needed, can restart counting at lower numbers if needed)
8. Great job, keep going, PUMP the chest as hard and fast as you can another 50 times. Count OUTLOUD 1-2-3.... ***(correct rate if needed, can restart counting at lower numbers if needed)
9. Great job, keep going, PUMP the chest as hard and fast as you can another 50 times. Count OUTLOUD 1-2-3.... ***(correct rate if needed)

If help has not arrived after ~600 compressions go to page 3 Breathing direction 1

***If rescuer becomes too tired to continue instruct them to have someone else take over. If alone, have them rest a short time then continue compressions as soon as possible.***

10. Keep doing it until help takes over. I’ll stay on the line.

NOTE: IF CALLER REPORTS VOMITING, INSTRUCT CALLER TO:

• Turn their head to one side.

• Sweep out contents with your fingers before you resume.

***Go back to step 3
Get the phone NEXT to the child -- if possible put your phone on speaker.

Listen carefully. I’ll tell you what to do.

1. Move the child to a HARD surface
2. PINCH the NOSE
3. With your OTHER hand, LIFT the CHIN and TILT the head back

If possible choking: “Look inside mouth, remove any obvious obstruction”

4. Completely COVER their mouth with your mouth and give 2 breaths.
   ***If they don’t want to give breaths continue with compression only***
5. THEN COME BACK TO THE PHONE.

Listen carefully. I’ll tell you what to do next.

6. Put the HEEL of ONLY ONE HAND on the CENTER of the chest, right BETWEEN the NIPPLES.  ***can instruct to bare chest if needed
7. PUSH down firmly one-half the depth of the chest.
8. Do this 30 times QUICKLY. Count OUTLOUD 1-2-3-4-5...
9. THEN COME BACK TO THE PHONE.

Listen carefully. I’ll tell you what to do next.

10. PINCH the NOSE, LIFT the CHIN, and gently tilt the head back.
11. Give 2 breaths
12. PUSH down firmly one-half the depth of the chest with ONLY ONE HAND 30 times again
13. Give 2 breaths
14. KEEP DOING THIS. REMEMBER, 2 breaths, then PUSH down on the CHEST 30 times with ONLY ONE HAND.
15. Keep doing it until help takes over. I’ll stay on the line.

NOTE: IF CALLER REPORTS VOMITING, INSTRUCT CALLER TO:
• Turn their head to one side.
• Sweep it all out with your fingers before you resume ventilations.
Bring the baby to the phone -- if possible put your phone on speaker.

Listen carefully. I’ll tell you what to do.

1. Lay the baby FLAT on their BACK on a table.
2. BARE the baby’s CHEST. **if confused suggest they remove any clothing from the chest
3. LIFT the CHIN slightly. MAKE SURE THE NECK REMAINS LEVEL.

If possible choking: “Look inside mouth, remove any obvious obstruction”.

4. TIGHTLY COVER the baby’s MOUTH AND NOSE with your mouth.
5. GIVE 2 small BREATHS of air.
   ***If they don’t want to give breaths continue with compression only***
6. THEN COME BACK TO THE PHONE

Listen carefully. I’ll tell you what to do next.

7. Put your FIRST AND MIDDLE fingertips of ONE HAND on the CENTER of the chest, right
   BETWEEN the NIPPLES.
8. PUSH down one-half the depth of the chest. Do it 30 times RAPIDLY. Count OUTLOUD 1-2-3-4-5...
9. Go do that. Then come back to the phone.

Listen carefully.

10. NEXT, LIFT the CHIN slightly, MAKING SURE THE NECK REMAINS LEVEL, and give 2 small
    breaths of air.
11. Then, put your FIRST AND MIDDLE FINGERS of ONE HAND on the CENTER OF THE CHEST, right
    BETWEEN the NIPPLES.
12. PUSH down one-half the depth of the chest. Do it 30 times RAPIDLY. Count OUTLOUD 1-2-3-4-5...
13. Follow with 2 small breaths
14. KEEP DOING THIS. REMEMBER, 2 small breaths, then PUSH down on the CHEST 30 times with
    TWO fingers of ONE HAND.
15. Keep doing it until help takes over. I’ll stay on the line.

NOTE: IF CALLER REPORTS VOMITING, INSTRUCT CALLER TO:

- Turn their head to the side.
- Sweep it out with your fingers before you resume ventilations. (Do not attempt to get
  anything out of the mouth that you cannot see - no blind finger sweeps).
Bring the baby to the phone -- if possible put your phone on speaker.

Listen carefully. I’ll tell you what to do.

1. Lay the baby FLAT on their BACK on a table.
2. BARE the baby’s CHEST. **if confused suggest they remove any clothing from the chest**
3. LIFT the CHIN slightly. MAKE SURE THE NECK REMAINS LEVEL.
4. TIGHTLY COVER the baby’s MOUTH AND NOSE with your mouth.
5. GIVE 1 short PUFF of air.
   ***If they don’t want to give breaths continue with compression only***
6. Then come back to the phone

Listen carefully. I’ll tell you what to do next.

7. Put your FIRST AND MIDDLE fingertips on the CENTER of the chest, right BETWEEN the NIPPLES.
8. PUSH down one-half the depth of the chest, 3 times. Count OUTLOUD 1-2-3.
9. Go do that. Then come back to the phone.

Listen carefully. I’ll tell you what to do next.

10. NEXT, LIFT the CHIN. MAKING SURE THE NECK REMAINS LEVEL.
11. TIGHTLY COVER the baby’s MOUTH AND NOSE with your mouth.
12. GIVE 1 short Puff of air.
13. Then come back to the phone.
14. KEEP DOING THIS. REMEMBER, 1 breath, then PUSH down the CHEST 3 times.
15. Keep doing it until help takes over. I’ll stay on the line.

NOTE: IF CALLER REPORTS VOMITING, INSTRUCT CALLER TO:

• Turn newborn on their side.
• Sweep out anything you can see with your fingertips. (Do not attempt to get anything out of the mouth that you cannot see).
Get the phone NEXT to her, if you can -- if possible put your phone on speaker
Listen carefully. I’ll tell you what to do.
1. Get her FLAT on her BACK on the floor.
2. Get a pillow or folded blanket and WEDGE it under her RIGHT Side at the SMALL of the BACK.
3. KNEEL by her side.
4. Put the HEEL of your HAND on the CENTER of her CHEST, right BETWEEN the NIPPLES.
   ***Can instruct to bare chest if needed
5. Put your OTHER HAND ON TOP of THAT hand.
6. PUSH DOWN FIRMLY, ONLY on the HEELS of your hands as hard and fast as you can.
7. Do it 30 times, just like you’re PUMPING her chest. Count OUTLOUD 1-2-3-4-5...
8. THEN, COME BACK TO THE PHONE!

Listen carefully. I’ll tell you what to do.
9. PINCH her nose.
10. With your OTHER hand, LIFT the CHIN so the head BENDS BACK.
If possible choking: “Look inside mouth, remove any obvious obstruction”.
11. COMPLETELY COVER her mouth with your mouth.
   ***If they don’t want to give breaths continue with compression only***
12. GIVE 2 breaths of air.
13. THEN, COME BACK TO THE PHONE!

Listen carefully, I’ll tell you what to do next.
14. MAKING SURE the HEEL of your hand is on the CENTER of her chest, RIGHT BETWEEN the NIPPLES PUMP the CHEST 30 times as hard and fast as you can.
   PINCH the NOSE and LIFT the CHIN so the head BENDS BACK.
15. Give 2 MORE breaths
16. KEEP DOING THIS. REMEMBER, PUMP the CHEST 30 times as hard and fast as you can then give 2 breaths
17. Keep doing it until help takes over. I’ll stay on the line.
Get the phone NEXT to the person -- if possible put your phone on speaker.

Listen carefully. I’ll tell you what to do.

1. Get them FLAT on their BACK on the floor.
2. BARE the CHEST and NECK. **if confused suggest they remove any clothing from the chest and neck***
3. KNEEL by their side.
4. Put the HEEL of your HAND on the CENTER of their CHEST, right BETWEEN the NIPPLES.
5. Put your OTHER HAND ON TOP of THAT hand.
6. PUSH DOWN FIRMLY, ONLY on the HEELS of your hands
7. Do it 30 times, push hard and fast just like you’re PUMPING their chest. Count OUTLOUD 1-2-3-4-5....
8. THEN COME BACK TO THE PHONE!

Listen carefully, I’ll tell you what to do next.

9. TILT the head back slightly. DO NOT let it turn to the side.
10. COMPLETELY SEAL their MOUTH by covering it with your hand and PINCH the NOSE shut.
11. COMPLETELY COVER the stoma with your MOUTH and GIVE 2 BREATHS of AIR into their LUNGS.
***If they don’t want to give breaths continue with compression only***
12. THEN COME BACK TO THE PHONE!

Listen carefully, I’ll tell you what to do next.

13. Place the HEEL of your hand on the CENTER of their chest, RIGHT BETWEEN the NIPPLES. Pump hard and fast 30 times.
14. Then COMPLETELY SEAL their MOUTH and PINCH the NOSE shut.
15. COMPLETELY COVER the stoma with your MOUTH. GIVE 2 BREATHS.
16. KEEP DOING THIS. REMEMBER, PUMP the CHEST hard and fast 30 times and then 2 breaths
17. Keep doing it until help takes over. I’ll stay on the line.
If you determine the patient is unlikely to be in cardiac arrest, use any or all of the following suggested prompts:

1) If the patient is lying down they can place them in the recovery position.
   OK, help is on the way; while you are waiting can you turn the patient on their side?
   ***Note if the patient is having difficulty breathing place them in the position of comfort. Avoid placing patients who are having difficulty breathing on their backs.
   Ok, help is on the way; while you are waiting help him/her get in the position that seems most comfortable for their breathing.

2) Verify that EMS can enter the house.
   OK, help is on the way; while you are waiting do you know if your house is unlocked? Please make sure your door is open so when help arrives they can get in.
   Do you have a dog? Can you put them in another room so that when help arrives they can get in?
   (If it’s dark) Is your front porch/door light on so that when help arrives they can easily see your house?
   Is there someone else there you can send outside to show where your house is when help arrives?

3) Get a medication list or their medications for the EMS providers if the patient is at home.
   Do you know if the patient takes any medications? Do you have a list of those medications so that when help arrives you can give it to them or can you gather the actual pill bottles?

4) Remind the caller not to give the patient anything to eat or drink. However, if a caller asks you if they should give a medication such as Narcan or an epi pen, you can let them give it.
   Do you have that medication to use when this happens? You should follow those recommendations.

5) Verify that the patient is still not in cardiac arrest and if you have no concern the patient will arrest prior to EMS arrival
   How is the patient? Are they still awake and breathing normally? Would you like me to stay on the line until help arrives?
   If they do not want to stay on the line say, “OK call 911 again if anything changes.”
   If they do want to stay on the line or you have concern the patient’s condition might change say, “OK I am going to stay on the line with you. You may not hear me for a little while but I am here and will check on you, if anything changes just let me know”
   ***check back that the patient is still awake and breathing normally at least every 30 seconds but it is ok to remain silent.
Choking – Page 11

Get the phone NEXT to the person -- if possible, put your phone on speaker.

1. Are they able to cough or able to speak?

   YES – Ok let them stay how they are most comfortable and let me know if anything changes or they cannot talk or cough anymore. ** stay on the phone with the caller until the ambulance arrives, verify the patient is still awake and talking or coughing every few minutes**

   NO – Proceed below:

   Listen carefully. I’ll tell you what to do.

   1. STAND directly behind them.

   2. Wrap your LEFT hand around to their stomach and feel for their belly button.

      ***If the patient is a small child tell the caller to kneel behind the patient so they can reach their belly.

      ***If the caller cannot reach around to the front because the patient is to large or is extremely pregnant, tell the caller to place their hand over the center of the chest

   3. Make a fist with your left hand and place it just above their belly button.

   4. Wrap your RIGHT hand around the other side of him/her and grab your fist, like you are hugging them from behind.

   5. As hard as you can, push inward and upward into their belly.

   6. Keep pushing inward and upward let me know if anything changes

      ***have the caller keep pushing until the victim becomes unconscious or they’re able to breathe.

If the patient clears the object:

   1. Great job. Help is on the way. Keep them comfortable and I will stay on the phone until help arrives.

If the patient becomes unconscious:

   1. OK here is what I need you to do, lower them to the floor

---Proceed to “CPR/Adults with ventilations – Page 3” or “CPR/Children 1-8 Years – Page 5” and read those directions