

EMS Guide for Citizens

What to do while waiting for an ambulance:

No one can prevent every medical emergency. By following the tips below, you can better prepare for an emergency and help medical personnel provide better care.

To help the patient:

- Stay calm
- Do not move a patient who has been in a car accident, a serious fall or who was found unconscious, unless there is an immediate threat to life or further injury
- Perform first aid if you are able

To help emergency responders:

- Ensure your address is visible from the middle of the street
- Light your location with a porch light, flare or bright cloth
- Send someone to flag the ambulance
- Clear a route to the patient and remove pets
- Gather the patient's medical history, any known details about the medical emergency, medications and list of allergies, if possible

To help yourself and family:

- Arrange for childcare
- Pack a small bag for yourself
- Bring proper identification and insurance information
- Turn off appliances and lock home
- Do not try to follow the ambulance



Waiting in the emergency room (ER) with a child:

- Learn the signs and symptoms of serious illness. If not a life-threatening emergency, consider visiting an immediate care facility or a doctor's office.
- Dress child appropriately in comfortable clothes and shoes. Bring a small blanket and pillow if late at night.
- Be patient. ERs are designed to deal with the most serious patients first.
- Give the registered nurse on duty as detailed information as possible. Be prepared to explain symptoms and medical history.
- Bring own toys, books and games to entertain the child for an extended amount of time.
- Bring any current medications and know the dosages.
- The parent or guardian must stay with the child at all times.

