Title	Date
Calling Party	12/12/2019
CDE Number	**CDE Credit Hours**
G-1912001	.5 HRS

EMD, EFD, and EPD all have certain types of callers who will call in with different information. Selecting the correct calling party can be important in how the protocol will process the rest of the call.

- Depending on how you answer "Are you with the patient now?" or "Are you at that location now?" can change the wording of certain key questions (Protocols will use "You" instead of "she/he")
- Selecting the correct calling party can change which PDIs will display in Protocol
- Selecting the correct calling party will determine which scene safety, patient care instructions are given
- Understanding the different ECCS levels for each calling party

Here is a brief overview of the differences between all of them:

1ST Party

EMD: "The caller is the person with the actual problem. For example, a first-party caller is reporting his own chest pain or asking for help with a burn sustained while cooking."

EFD: "A caller in the immediate area of the incident who is directly involved in the incident."

EPD: Victim or Suspect

Considerations

-Remember to follow all Critical EMD, EFD, or EPD Information

-Clarify whether or not 1st party callers are alone (If not obvious) during "Are you with the patient now?" in EMD

-Only give PDIs that are both "possible and appropriate"

-"Use caution when advising 1st party callers to do anything that would unduly exert themselves if their condition is traumatic, unstable, or worsening"

-Some questions may be considered obvious when speaking with a first-party caller

2nd Party

EMD: "The caller is directly involved with, and in close proximity to, the person having the problem. A second-party caller may be the friend who was with the patient when she collapsed or someone who was in an auto accident and is unhurt, but is calling to report someone else who was injured."

EFD: "A caller in the immediate area of the incident who is not directly involved in the incident"

EPD: "At the scene, but not the victim or suspect"

Considerations

-Consider Scene Safety Issues

-Remember to remain in control of the call with caller management techniques

-2nd Party Callers may be able to help with patient care instructions

-Consider staying on the line if appropriate to keep responders updated

3rd Party

EMD: "These people are not directly involved with, or in close proximity to, the incident but are helping by calling. They are the people who heard a crash, glanced out the window, and saw that an accident had occurred, but did not actually go to the scene"

"Third-party callers tend to know fewer specific detail (but rarely nothing) about the situation."

EFD: "A caller not in the immediate area of the incident who know something about the incident"

EPD: "Not on scene or in the immediate area"

Considerations

-Attempt to convert a third-party caller to a second-party caller for patient care

- "For Police and Fire incidents, it is generally not advised to instruct the caller to get close to the incident due to unforeseen safety issues that are present or that may arise"

-Adding "I know you're not with the patient (or at the incident or with the victim) but it's very important that I get as much information from you as I can for the responders, so please listen carefully and answer the best you can" may help with customer service and caller management practices.

-Only give possible and appropriate PDIs (Remember they are not on the scene!)

-Staying on the line with a 3rd party caller is not always appropriate. Remember we instruct, "Call us back immediately if anything changes or you have any further information" during PDIs.

4th Party

EMD: "Sometimes reports of emergencies are related from other public-safety agencies. These are knowns as fourth-party callers and may (or may not, depending on cross-agency education) have a notion of priority dispatch. One significant limitation of fourth-party caller is that the EMD cannot speak with the primary caller, and the fourth-party caller may not have obtained correct, dispatch-signification information."

EFD: "A referring agency, alarm company, or person."

EPD: "Reporting agency or alarm company"

Considerations

-   Examples of fourth parties callers are another PSAP, OnStar, alarm company

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I verify that I read and am familiar with the contents of this document.

Please return this to your agency's training coordinator for CDE credit. If you have any questions please contact us at 911training@elpasoteller911.org

X_____   _____
Signature   **DATE**

X_____
Printed Name

X_____
Agency