



Title Protocol 34: Automatic Crash Notification	Date August 8, 2019
CDE Number M-1908002	CDE Credit Hours 1 HRS

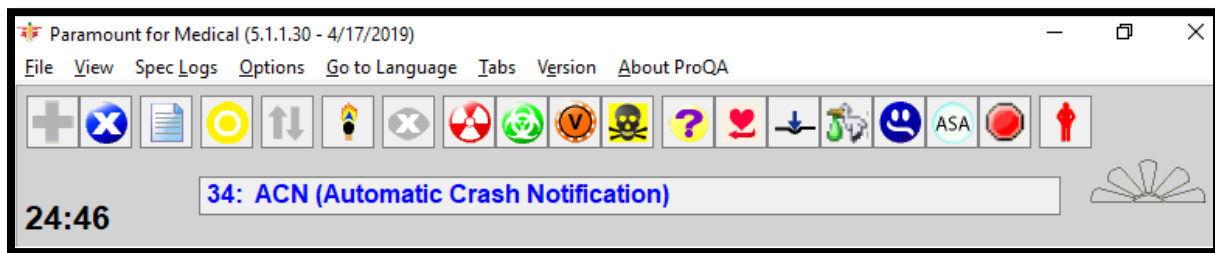
Recently there have been calls where vehicles are calling 911 directly to report an accident. Pretty neat technology. In realizing this, there was a realization that some vehicles are equipped with 911 Assist (Ford) or services such as OnStar and the IAED has a protocol to address these.

Ford's 911 Assist service attaches to the paired cell phone in the car. If that vehicle is involved in an accident that deploys the airbags or activates the emergency fuel pump shut-off, 911 Assist will connect to the phone and immediately place a 911 call. It will communicate the details of the accident, including the location. After relaying the location information, it will connect the occupant(s) directly to the 911 call taker to talk.

OnStar and services like it operate a little differently. When the automatic crash response is activated, it connects the occupant(s) in the vehicle with OnStar's call centers. OnStar is an Accredited Center of Excellence and uses IAED's EMD protocols to process the call. They will then notify the proper 911 center of the location and relay the patient information they have obtained.

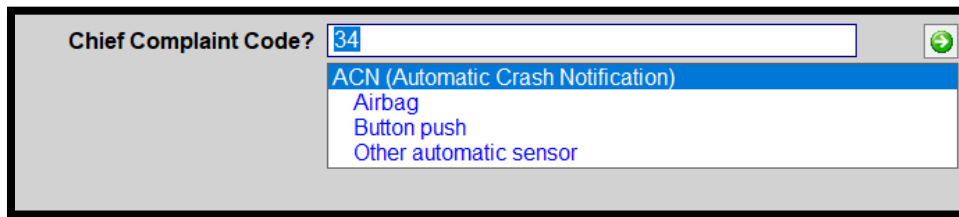
-Protocol 34: ACN (Automatic Crash Notification) is only available in ProQA (not card sets) -

When selecting Protocol 34, it can be from the chief complaint selection bar at the top of ProQA or by typing the protocol number 34 into the Chief Complaint Code box.

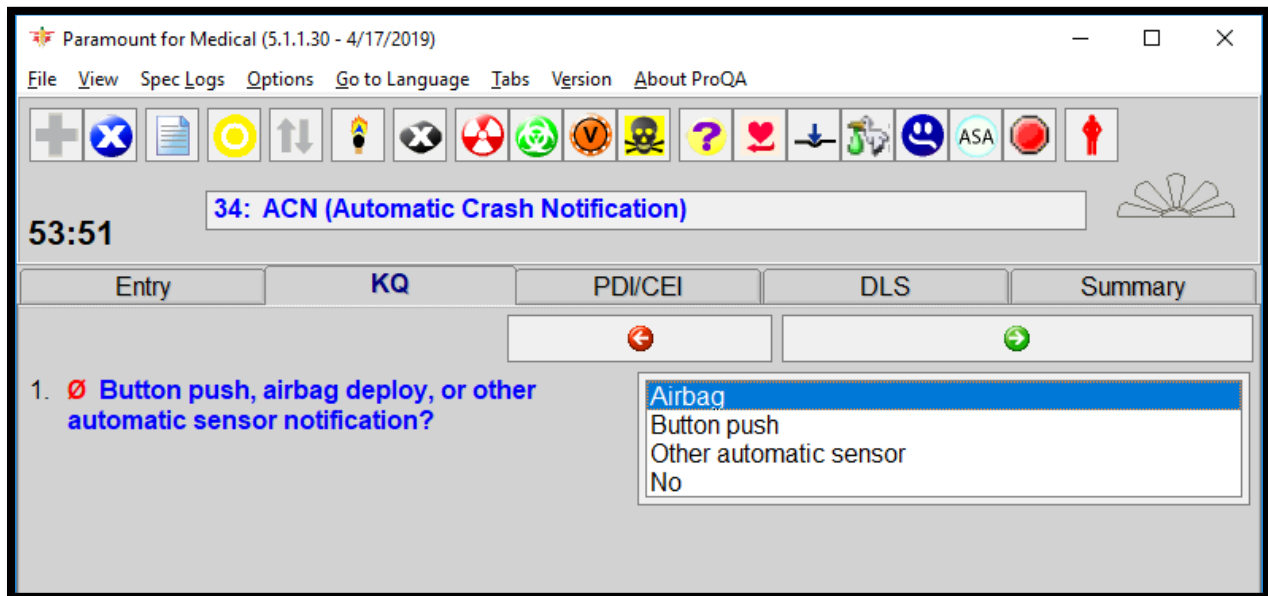




If the Chief Complaint Selection bar is used, it will bring up a list of sub chief complaints:

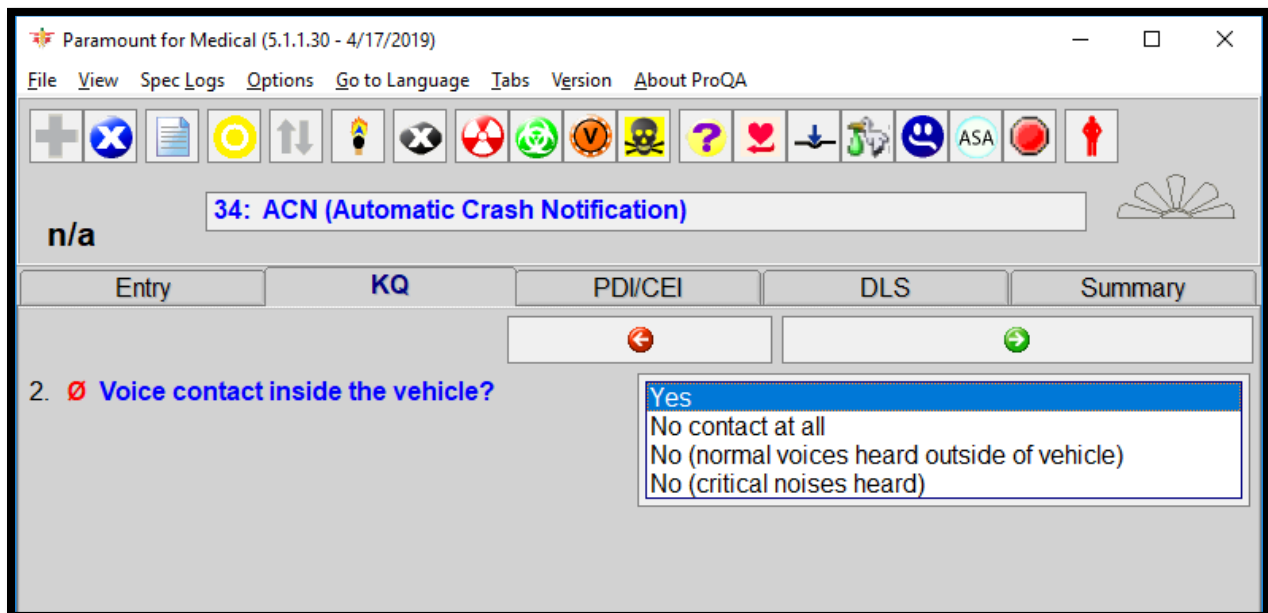


Choose the one most appropriate with the information given during tell me exactly what happened. If no sub chief complaint is selected, the first key question will be a self-answer blue is for you question. Select the one that is most appropriate for the situation:

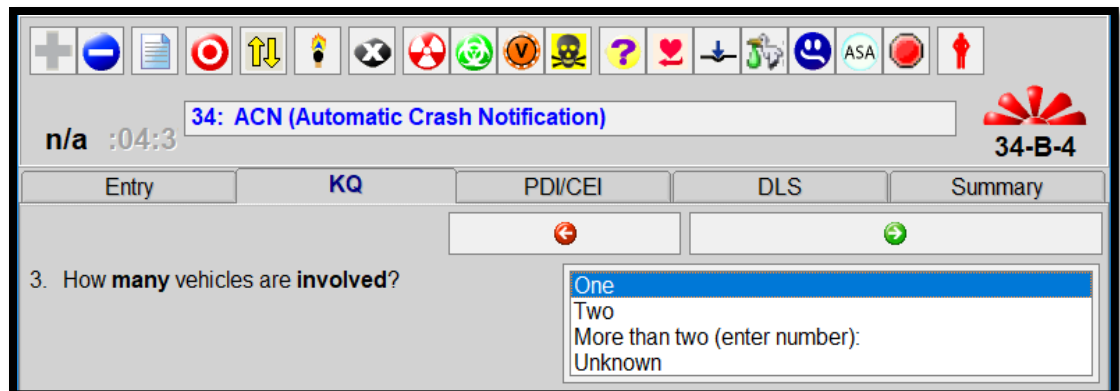




Normally if this is coming through an agency such as OnStar, they will give information on if they have had voice contact inside the vehicle. Be sure to look through all choices and select the one most appropriate. If the caller is saying there is no voice contact, but they can hear moaning or someone crying for help, these are considered critical noises heard.



The next few protocol questions are there to get further information for what responders are looking for:





2:29 :09 34: ACN (Automatic Crash Notification) 34-D-4

Entry KQ PDI/CEI DLS Summary

4. I need to get the **vehicle description**.

Vehicle description:

The vehicle description box pops up for call takers to freely type the information given to them:

Comment

Vehicle description:

History:
Skipped by user

OK Cancel



If this came in through an agency similar to OnStar, protocol will ask for the incident number. Obtaining this helps should the call taker need to call back to get further information or if updates are needed. It will help to get the information quicker.

3:44	:09	34: ACN (Automatic Crash Notification)		34-D-4
Entry	KQ	PDI/CEI	DLS	Summary
5. What's the incident number ?		<input type="text" value="Incident number."/>		

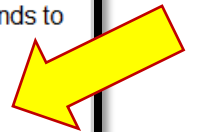
4:23	:09	34: ACN (Automatic Crash Notification)		34-D-4
Entry	KQ	PDI/CEI	DLS	Summary
6. What's your name or identification number ?		<input type="text" value="Name or ID:"/>		



Protocol 34 should only be used for traffic related issues. This is addressed in the additional information (Rule 4). OnStar's call center handles more than just traffic accidents, their service can be activated by the push of a button for medical emergencies and other services they offer. OnStar will still process these types of calls through protocols and provide patient care instructions while relaying information to the 911 center. These calls should be processed through the protocol that best addresses the patient's primary medical complaint. Normally OnStar will already have a final coding to give you. Agencies within our system can take the final coding and basic information from these types of companies and not process them through ProQA.

Rules

1. Conduct a teleconference in case of **uncontrolled hemorrhage, unconscious patients, and/or NOT BREATHING/INEFFECTIVE BREATHING**.
2. The **head-tilt is the only recognized method of airway control** in the PAI dispatch environment. When presented with a **TRAUMA** patient described as **not alert** with **INEFFECTIVE BREATHING**, the EMD should **protect life over limb** and open the airway.
3. If a **spinal injury is suspected in a breathing patient** and **PAIs are not necessary**, PDIs may be enhanced by encouraging the patient **not to move** and by advising the rescuer to use her/his hands to **stabilize the patient's head and neck** in the position found.
4. If the Chief Complaint is **not traffic related**, choose the protocol that best addresses the Chief Complaint.
5. A traffic incident in which injury to a **NOT DANGEROUS** Body Area is **reported but not verified by a 1st party, single occupant** should be classified as Injuries (34-B-1) because of the mechanism of injury.
6. Use Protocol 34 for **ACN/AACN calls**.





Once key questions are completed, there are PDIs:

The screenshot shows the "Paramount for Medical" software interface. The title bar indicates the version is 5.1.1.30 and the date is 4/17/2019. The menu bar includes File, View, Spec Logs, Options, Go to Language, Tabs, Version, and About ProQA. A toolbar with various icons is visible below the menu bar. The main window displays a call log entry for "34: ACN (Automatic Crash Notification)" at "20:53 :09". The call ID "34-D-4" is shown in the top right. The interface is divided into several tabs: "Entry", "KQ", "PDI/CEI", "DLS", and "Summary". The "PDI/CEI" tab is active, showing "Post-Dispatch Instructions" and "Additional Information". The instructions are organized into sections: "Direct to occupants" (a, b, c), "Relay via TSP" (d, e, f), "TSP only" (g), and "Critical EMD Information". The "DLS Links" panel on the right contains a list of links: "X-Card", "Danger - Leave Now", "Danger - HAZMAT", "INEFF BR & Unconscious", and "Control Bleeding (external)".

Paramount for Medical (5.1.1.30 - 4/17/2019)

File View Spec Logs Options Go to Language Tabs Version About ProQA

20:53 :09 34: ACN (Automatic Crash Notification) 34-D-4

Entry KQ PDI/CEI DLS Summary

Post-Dispatch Instructions Additional Information

(Direct to occupants)

- a. I'm sending **help** now.
- b. **Do not move** any patients unless they are in **danger**, and **do not splint** any injuries.
- c. For your safety, **stay out** of approaching **traffic**.

(Relay via TSP)

- d. Tell them we are sending **help** now.
- e. Tell them **not to move** any patients unless they are in **danger**, and **not to splint** any injuries.
- f. Tell them for their safety to **stay out** of approaching **traffic**.

(TSP only)

- g. Do you have any **updated information** to add?

Critical EMD Information

- * Conduct a teleconference in case of **uncontrolled hemorrhage**, **unconscious** patients, and/or **NOT BREATHING/INEFFECTIVE BREATHING**.

DLS Links

- X-Card
- Danger - Leave Now
- Danger - HAZMAT
- INEFF BR & Unconscious
- Control Bleeding (external)



- Direct to occupants is used if the call-taker is in direct contact with the occupant(s) in the vehicle.
- Relay via TSP is used if the agency calling in does not use IAED protocols and they are in contact with the occupant(s) of the vehicle.
- TSP only is used if the agency calling has no voice contact with anyone in the car and can't hear anything

(TSP=Telematic Service Provider)

Be sure to follow the correct DLS link and give any applicable PDIs to the caller.



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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