



Title Acceptable Clarifications	Date 05/01/2019
CDE Number G-1904002	CDE Credit Hours 0.5 HRS



“The calltaker may refer to previous statements made by the caller to introduce the clarification, but then must ask a question to confirm an objective answer to the question.” – Universal Standard 3 (Acceptable Clarification or Enhancements)

When processing a call, have you ever had a situation where the caller has given you information but somehow you needed to confirm what the caller has said? Well, most likely the answer would be YES! How can we do this without asking the question incorrectly or leading a caller to an answer but still follow all standards?

It is excellent customer service to acknowledge what the caller has already volunteered. This shows that you are actively listening to the caller. We encourage you to do this! However, sometimes we may think we heard an answer when in reality we heard something else. For example, in case entry the caller states her 87-year-old mother is having chest pain. For “How old is the patient?” the calltaker states “And you said your mother is 65?” This is not correct. This is the reason why we need to confirm the objective to the answer with a question.

Remember when the caller clearly volunteers an answer to a question then you most certainly can self-answer that question. This would be considered as “Obvious”. If at any point you need to clarify remember this:

Best practice: Volunteered information + Key question

Example: “I know you mentioned your mother’s age, I need to know how old is your mother?”



Good practice: Volunteered information + "Is that correct?"

Example: "And you stated your mother is 87 years old, Is that correct?"

Reminders:

- The question must be a complete question. Just adding "Right?" at the end of the clarifier does not count as a full question.
- You must clarify if the caller does not understand the scripted protocol question or instruction
- You must clarify if the caller answers ambiguously
- You must clarify if the caller doesn't answer at all
- Do not use the original question and the clarifying statement (parentheses) in the same sentence

Sources:

ED-Q Performance Standards 10.0.2 Edition

College of Emergency Dispatch "ED-Q Standards 10 Updates"



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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

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Agency