



Title	Date
Discipline	CDE Credit Hours

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

PDF Attached

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Other:

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

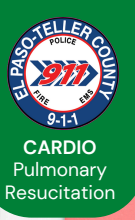
DATE

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What if they Refuse?

- ✓ Repeat
- ✓ Reassure
- ✓ Stay on the Line
- ✓ Listen for others

In cases where CPR PAI's are indicated due to no Obvious or Expected Death situation, and the caller is adamantly refusing to perform CPR, what can we do?

REPEAT

Repeating the instructions in a caring but firm tone can often have the desired effect of compliance.

REASSURE

Using reassurance techniques i.e. calming statements, or 'You can do this' will often encourage a doubting caller into the helper we need.

STAY ON THE LINE

In some cases it may be that the caller is not going to follow the instructed PAI's. At a minimum, staying on the line while still reassuring will help ensure that the patient receives help before disconnecting.

LISTEN FOR OTHERS

There may be another person on scene who is willing to follow PAI instructions, in these cases, having the unwilling caller 'pass' the phone or even relay instructions is a possible solution to providing the help the patient needs.

Universal Standard 22: The caller may temporarily interrupt the protocol script at any time to add an acceptable calming statement or caller/scene management statement.

Never ask the caller for permission to give instructions. The call to 911 is the permission needed to provide all applicable instructions.



Contact Us
719-785-1900



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911TRAINING@EPTC911.ORG