



Title	Date
Discipline	CDE Credit Hours

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

PDF Attached

Youtube Link:

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

X _____

Printed Name

X _____

Agency

PROTOCOL 32

August 2024

Unknown Problem (Person Down)

LOCAL TRENDS

When a medical alarm is reported, it is vital that we ask, "Tell me exactly what happened," to determine the appropriate chief complaint. Asking the alarm company if they have spoken to the patient or asking if they have any patient information changes the intent of Case Entry question 3. Protocol 32 is only used when the alarm company has received the activation and has no other information; otherwise, the call should be processed on the appropriate CC.

REMINDERS

Protocol 32 is used when medical assistance is needed, and the nature of the emergency is unknown. If the problem becomes apparent during interrogation, go to and dispatch from that more specific protocol.

RULES / AXIOMS

If the Chief Complaint and status of conscious and/or breathing are unknown initially (3rd party caller), go to Protocol 32.

Often, unknown problem calls are third-party. Obtaining specific symptoms may be difficult; however, a problem isn't "unknown" until all required questioning has been completed.

Even though callers may be some distance from the patient, they might have seen the patient moving, heard them talking, observed the patient's position, or been told the patient's position. **Never assume KQ are unknown due to the limited information they have.**



Frenza's Law

"A thing not looked for is seldom found"
If the caller is close enough to the patient, and it is safe to do so, obtaining additional details as to why they are requesting medical will ensure the responders are better equipped and the appropriate instructions are provided for patient care.

PROTOCOL 32

Scenarios

Chief Complaint

A MALE JUST WALKED INTO THE GAS STATION ASKING FOR AN AMBULANCE. I AM NOT SURE WHAT'S WRONG WITH HIM, BUT HE IS OUT OF IT.

I'M CALLING MEDICAL GUARDIAN; WE RECEIVED A MEDICAL ALARM FOR A 78-YEAR-OLD REPORTING THAT SHE FELL AND INJURED HER LEG.

I JUST DROVE BY A PERSON IN THE MEDIAN WHO IS FACE DOWN, IT DOESN'T LOOK LIKE THEY ARE AWAKE BUT I WASN'T ABLE TO STOP AND HELP THEM.

THERE IS A PERSON PASSED OUT IN THEIR VEHICLE, POSSIBLY NEEDING MEDICAL ATTENTION. I'M NOT SURE WHAT IS WRONG WITH THEM, BUT THEY POSSIBLY OVERDOSED.

I CAN HEAR A FEMALE YELLING FOR HELP; IT SOUNDS LIKE SHE IS ASKING FOR AN AMBULANCE.

WE RECEIVED A MEDICAL ALERT, THERE HAS BEEN NO PATIENT CONTACT.