
CASE EXIT

EL PASO TELLER COUNTY 911 AUTHORITY

WHICH CASE EXIT DLS LINK IS THE MOST APPROPRIATE?

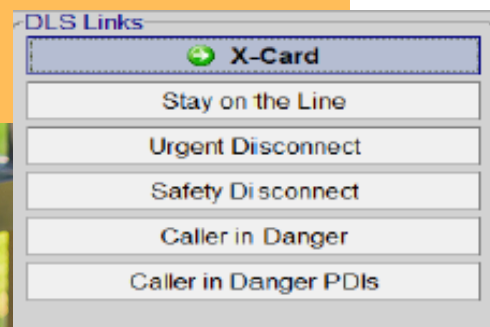
We spend a lot of time making sure that we ask all of the right questions and gather all of the correct description essential information that sometimes by the end of the call we get a little bit complacent. We can say all of the Case Exit PDIs in our sleep, but it is best practice to slow down and pay attention to all of our DLS link choices so we can make sure that we are giving the best patient care instructions possible.

Selecting the correct Case Exit Card depends mainly on agency policy and the condition of the patient. If we need to stay on the line with the patient, then we must select either the Unstable, Stable but Stay on Line, or Not Alert Case Exit Cards. Once we are completely through the protocol and waiting for responders to get on scene, we can go ahead and make sure to let them know they need to put up pets, make sure the door is unlocked, etc.

	 Stable – Routine Disconnect	Unstable
	Stable but Stay on Line	Not Alert



FOR THE AGENCIES THAT ALSO UTILIZE FIRE AND POLICE PROTOCOLS, THIS STILL APPLIES BUT IS LOCATED ON THE INITIAL PDI PAGE. WE NEED TO MAKE SURE WE ARE SELECTING THE “STAY ON LINE” DLS LINK.



There are also situations where we are waiting on the line for responders to get on scene and another call comes in. In this situation, we need to make sure to select the “Urgent Disconnect” DLS link at the bottom of ProQA. This takes the liability off the calltaker by making sure the caller knows they are responsible for calling back if the condition of the patient worsens in any way. Or maybe the caller decides they actually want to get off the phone. New and updated information should direct us to back up and select Routine Disconnect.

Selecting the correct Case Exit card is critical in ensuring patient care. By using an incorrect DLS link, we could be putting the patient’s health and safety in jeopardy. It is also important not to read these cards from memory, and instead make sure to actually click on the link and read all possible and appropriate instructions from that panel. This will prepare us for sudden changes in patient status so we can quickly and efficiently access things such as airway maintenance. Failure to fully navigate through the protocol goes against academy standards.



Title Case Exit- Which DLS link?	Date 03/03/23
CDE Discipline Medical	CDE Credit Hours .5 hour

I verify that I have read or have watched the contents of this document or video and am familiar.

YouTube link: N/A

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

X _____

Signature

DATE

X _____

Printed Name

X _____

Agency