

# **TO ACCESS EMERGENCY AMBULANCE SERVICE IN STAMFORD: DIAL 9-1-1**

## **WHEN YOU GET THE 9-1-1 DISPATCHER:**

- A. Briefly describe the nature of the emergency.
- B. Give the exact location of the sick or injured party.
- C. Give your name and the telephone number you are calling from.
- D. Give the patient's age, if possible, and answer the dispatcher's questions.
- E. Stay on the line until the dispatcher hangs up or instructs you to do so.
- F. Follow any instructions the dispatcher gives you.

## **WHILE WAITING:**

- A. Begin Cardiopulmonary Resuscitation (CPR) (if necessary and if you know how).
- B. If possible, have someone stand outside to direct SEMS personnel.
- C. Do not move the patient.
- D. Keep the patient warm.

## **WHEN HELP ARRIVES:**

- A. Direct SEMS personnel to the patient.
- B. Give SEMS personnel any information you have obtained.
- C. Follow the directions of SEMS personnel.

## **WHAT TO DO TO PREPARE FOR AN EMERGENCY:**

- A. Do not hesitate to contact 9-1-1 for medical emergencies. Time is a critical factor.
- B. Make sure your house number is easily visible from the street both day and night.
- C. Post the emergency numbers 9-1-1 near your telephone(s).
- D. Learn Cardiopulmonary Resuscitation (CPR) and other life-saving techniques.
- E. Participate in the "Vial of Life" program or have the medical history of the patient available.
- F. Teach your child how to use the 9-1-1 system.

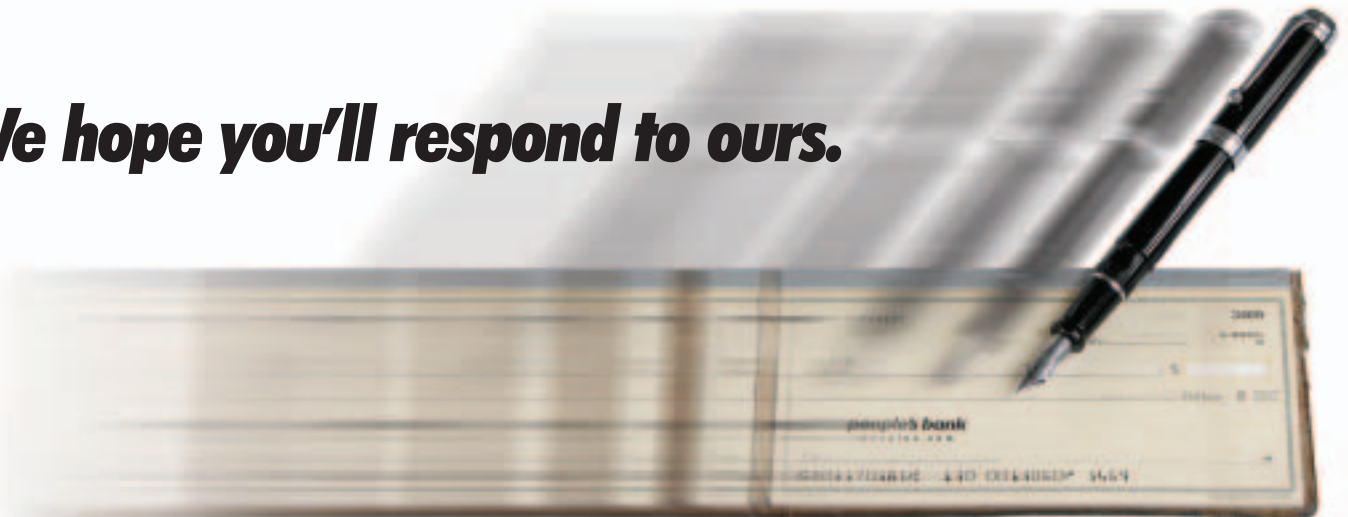


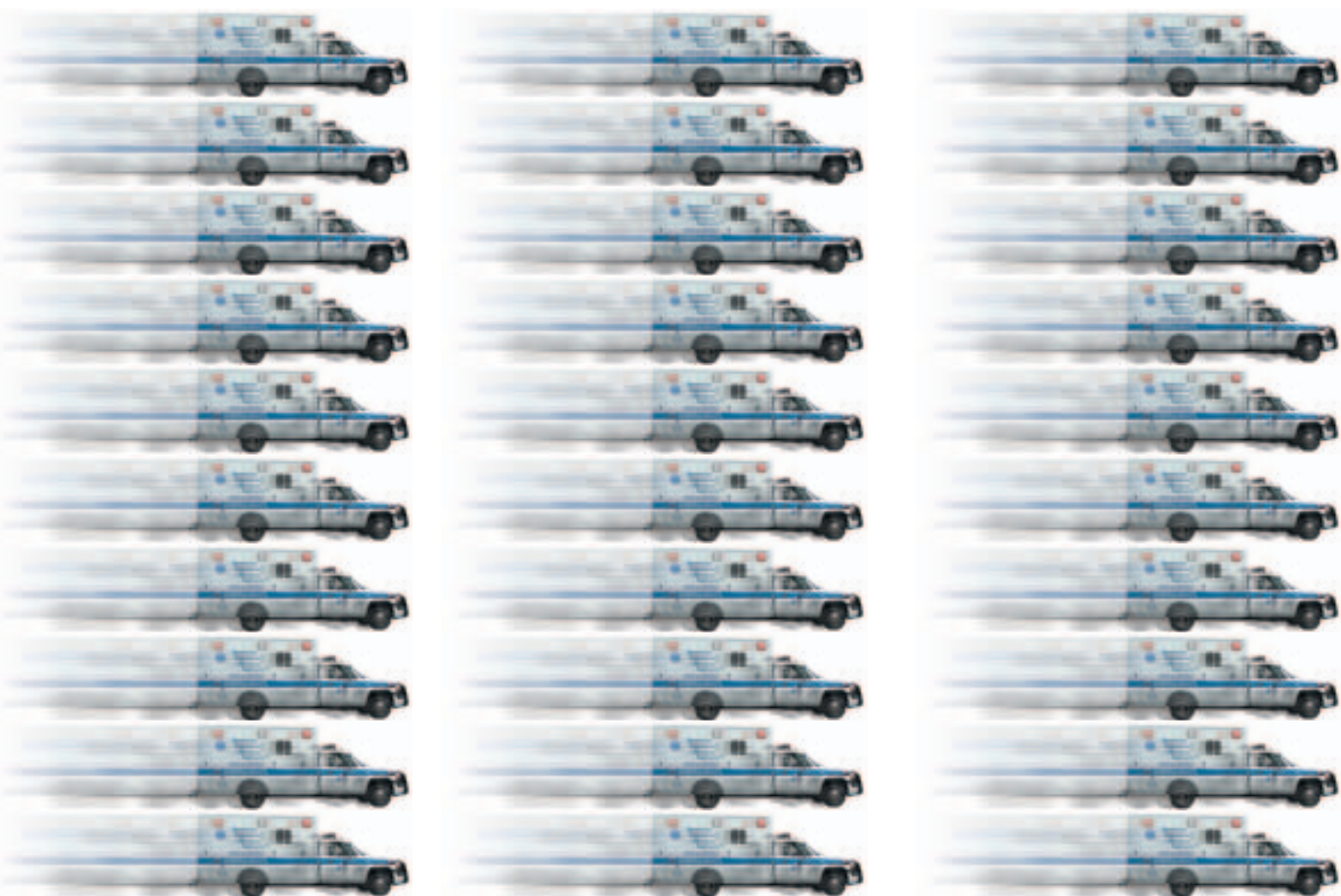
A matter of life.

684 Long Ridge Road  
Stamford, CT 06902  
Tel: 203-968-1118  
www.stamfordems.org

***You know we'll respond to your distress calls.***

***We hope you'll respond to ours.***





## ***Thirty times a day, every day, Stamford EMS answers a call for help.***

That flashing blur in your windshield? Good chance that's a life being saved.

Heart attack victims. Stroke victims. Accident and trauma victims. SEMS' experienced paramedics and Emergency Medical

According to our most recent Patient Satisfaction Survey, SEMS responders received good-to-excellent ratings of 95%–100%, including a 95.65% rating for best response time.

<b>*SEMS CREWS ABILITY TO...</b>	<b>EXCELLENT</b>	<b>GOOD</b>	<b>TOTAL GOOD-EXCELLENT RATING</b>
...be courteous and helpful	91.30%	8.70%	100.00%
...maintain professional attitude/appearance	95.65%	4.35%	100.00%
...provide high-quality medical care	91.30%	8.70%	100.00%
...provide comfort to patient and family	82.61%	17.39%	100.00%
...communicate with patient/family	82.61%	17.39%	100.00%
...treat patient with respect/dignity	91.30%	8.70%	100.00%
...answer all questions regarding treatment	82.61%	13.04%	95.65%
...respond in a timely manner	73.91%	21.74%	95.65%

\*Patient Satisfactory Survey Report, May 2005 to May 2006

But now the call for help goes out to you. To help us keep our emergency vehicles fully equipped and maintained. To keep response times low. And to keep our experienced, professional paramedics and volunteers doing what we need them to do—save lives in our communities.

Our call for help goes out only once a year. We hope you, too, will keep your response time low.

Please send your tax-deductible donation today to:

**Stamford EMS, Inc.**  
**684 Long Ridge Road**  
**Stamford, CT 06902**  
**203-968-1118**

Technicians rush many of the services of a hospital E.R. directly to people with medical emergencies of all kinds.

*“SEMS is indispensable. When it comes to lifesaving emergency care, no healthcare resource in this community is more critical.”*

—Donald Lombino, M.D., Chair, Department of Emergency Medicine, Stamford Hospital.

