
AMERICAN RED CROSS
QUICK REFERENCE GUIDE FOR
911/EMERGENCY SITUATIONS



Health Care Quality Units

Disclaimer

- The information presented to you today is intended to increase your awareness.
- The information is not intended to replace medical advice.
- If you are in need of medical advice, please contact your physician.

Objectives

- The participant will understand:
 - Purpose of the American Red Cross (RC) training on 911/Emergency Situations.
 - Caregiver role with access to 911.
 - Action steps for caregivers.
 - Recognition of life threatening injuries/illnesses.

Purpose of RC Training on 911 Emergency Situations

- The purposes of this training are:
 - To provide the caregiver with education and skills necessary to help sustain life and minimize the consequences of injury or sudden illness until advanced medical help arrives.
 - To teach a caregiver to recognize an emergency and take immediate action steps to provide a suddenly ill or injured individual the best chance for survival.
 - To teach the caregiver to report cardiopulmonary resuscitation (CPR) in progress and have the front door unlocked for 911 responder access.
-

Caregiver Role With Access To 911

- If there is any doubt that a medical emergency exists, anyone in a caregiver role is to CALL 911 immediately!

Action Steps For Caregivers

- Three Emergency Action Steps:
 - Check scene/person.
 - Call 911.
 - Provide care.

Recognition of Life Threatening Illnesses/Injuries

■ Sights

- Blood
- Smoke
- Fire
- Crowds

■ Appearances/Behaviors

- Person uncomfortable
- Person clutching chest
- Person unconscious
- Person confused

Recognition of Life Threatening Illnesses/Injuries

■ Odors

- Person's breath
- Gasoline
- Natural gas
- Smoke

■ Noises

- Screaming
- Glass breaking
- Tires screeching
- Metal crashing

Life Threatening Injury or Illness

■ Unconsciousness

- Airway
- Breathing
- Circulation

■ No Signs of Life

- Airway
- Breathing
- Circulation

Life Threatening Injury or Illness

- External Bleeding

- Apply direct pressure

- Uncontrolled or Severe Bleeding

- Airway
- Breathing
- Circulation

Life Threatening Injury or Illness

- Difficulty Breathing

- Airway
- Breathing
- Circulation

- Choking

- Airway
- Breathing
- Circulation

Life Threatening Injury or Illness

■ Chest Pain

- Report 0-10 scale
- 0 = “no pain” to
10 = “worse pain in
one’s life”

■ Suspected Heart Attack

- 0-10 scale
- Nitroglycerine
- Aspirin
- CPR

Life Threatening Injury or Illness

- Difficulty/Speech;
Slurred Speech
 - Intoxication
 - Drugs
 - Early stroke
- Stroke or Brain Attack
 - FAST
 - Face — show teeth,
one side drooping
 - Arm numbness
 - Speech slurred
 - Time

Life Threatening Injury or Illness

■ Fainting Episode

- Simple low blood pressure
- Diabetic emergency
- Progress to unconsciousness

■ Shock

- Airway
- Breathing
- Circulation

Life Threatening Injury or Illness

- Severe swelling of face, tongue, or eyes
 - Airway
 - Breathing
 - Circulation
- Severe or worsening reaction to a sting/bite
 - Airway
 - Breathing
 - Circulation

Life Threatening Injury or Illness

■ Poisoning

- Airway
- Breathing
- Circulation

■ Seizures

- Airway
- Breathing
- Circulation

Life Threatening Injury or Illness

- Fall — suspected injury.
 - Don't move individual and protect open airway.
- Trauma — head, chest, neck, back, abdomen, or pelvis.
 - Don't move individual and protect open airway.

Life Threatening Injury or Illness

- Severe Burns
 - Airway
 - Breathing
 - Circulation

- Persistent nausea or vomiting
 - Pain 0-10 scale

- Sudden change in ability to walk or function for no reason
 - Rule out medical reason first

911 First Responder Questions

- What is your location, landmarks?
- What is your exact emergency?
- Is CPR in progress?
- Is the person breathing?
- Is the person conscious?
- Is there an existing medical condition?
- Is this a sudden illness or injury? What exactly hurts?
- Is the person a known diabetic or heart patient?
- Is the person in pain? What number on a 1-10 scale before and now?

Summary

- Remember — you are the first link to a person's best chance of survival.
- Don't delay.
- Call 911.

Congratulations

- You are now ready to take the post-test.
- Once you have submitted the post-test and evaluation, you can print your certificate.
- Just make sure the information is submitted correctly so you can receive your certificate.

American Red Cross



HOOU online Training

[Home](#) | [Logout](#) |

Search Course Name:

Personal Info

Please fill out the information below so you will receive your grade and certificate of completion via e-mail!

▶ [Course Index](#)

▶ [Course Information](#)

▶ [Course Materials](#)

▶ [Post Test](#)

▶ [Resources](#)

▶ [Online Evaluation](#)

▶ [Test Results](#)

▶ [Help](#)

Last Name:

First Name:

Email:

If you work for a Mental Retardation program in Pennsylvania, please tell us which county you work in

County:

Please answer the following 10 true and false questions to the best of your ability. Simply click in the true or false circle. Once you have completed the post-test, click the "Submit Test" button at the bottom of the page. You will then receive your grade and certificate of completion. A score of 70% or higher must be achieved on training post-tests in order to receive a Certificate of Completion.

Questions

1. You should only call 911 if you know for sure that the presenting situation is life threatening. True False
2. Three emergency action steps for caregivers are: check scene/person, call 911, and provide care. (Have one person stay with the victim while another person stays on the phone with 911. Do not hang up. Remember to have someone not with the victim open the front door). True False
3. Severe swelling of the face, tongue and eyes can be monitored for a short time to determine if it is truly a medical emergency. True False
4. When someone falls and you suspect injuries, it is best to reposition him or her to make them comfortable until help arrives. True False
5. Your initial action in a suspected medical emergency situation should be to check airway, breathing and circulation (ABC). True False
6. When speaking to a 911 dispatcher be sure to state whether CPR is in progress. True False
7. Treating external bleeding until help arrives includes applying direct pressure to the wound. True False
8. When someone complains of chest pain and is short of breath, it is best to call the doctor. True False
9. A very important action to take after calling 911 is for someone other than the person responding to the victim to unlock the front door so that the 911 responders can get in. Thus, the person responding to the victim does not leave the victim until the 911 responder takes over care of the victim. CPR in progress is not to be interrupted. True False
10. Before dialing 911, the caregiver should first gather as much medical information as possible about the individual in order to provide all the answers to the emergency operator's questions. True False

SUBMIT & GENERATE CERTIFICATE

