The “WAIT” while Help Arrives

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Waiting for help to arrive…

Objectives:

- Review the process for activating the Emergency Medical System (EMS)
- Provide guidelines for assisting the victim while waiting for help to arrive
- Answer Questions
- Encourage CPR / First Aid certification

This is not a First Aid / CPR training
Calling 911…
Calling Security: 8171 or (951) 222-8171
Calling 911 – Why?

- The only system that is *always* available
  - Security should *always* be called *after* 911
  - College nurse can be called (6103) *after* Security
  - 911 is the only resource for distance sites

- Gets the best help for the victim
  Security and the College Nurse do not have the equipment necessary for the appropriate care of a medical emergency. EMS (Emergency Medical Services) personnel are specially trained to care for medical emergencies outside of the hospital.
Activate **EMS** – When?

- Difficulty breathing
- Chest pain / Brain attack
- Loss of consciousness / seizure
- Uncontrolled bleeding
- Head injury
- Possible poisoning
- Possible fracture
- Mental health emergency (*situations*)
What if I’m unsure **EMS** is needed?

- Call!! Take the safest option for the victim
  If Security and the College Nurse activate **EMS**, so should you!

- **EMS** personnel will evaluate and advise the victim / their family.

- The student cannot tell you to activate **EMS**—
  Example: person with frequent seizures.
  Safest option: Activate **EMS** and let the **EMS** Personnel evaluate and advise.
Activate EMS—How?

- Stay calm 😊
- Dial 8171 or 951-222-8171
- Dial 911 Do not dial “9” first
- Pay phones can be dialed without coin
- Blue phones ring directly to Security
Activating EMS – How?

Once you have a dispatcher on the line, you’ll be asked to:

- Describe the problem
- Give the age / gender of the victim (size if it is a child)
- Give the location of the emergency (building / room#)
- Describe the condition of the victim:
  
  Active or lethargic?  Agitated?  Unconscious?
  Complaining of chest pain or having symptoms of brain attack?
  Struggling to breathe?  Bleeding uncontrollably?

- If known, list any medications the victim is currently taking, but don’t spend undue time on this.
Activating EMS – How?

Do not hang up the phone until instructed to do so by the emergency dispatcher.

- Dispatchers are specially trained to assist you by phone and will offer to stay on the line with you until emergency personnel arrive.

- By staying on the line, they can continue to gather information and monitor the situation as it develops.
Ok, what next?...

1. Call Campus Security  951-222-8171
   - Trained in First Aid / CPR / Mental Health
   - They can help with the situation until EMS arrives
   - Linked with RPD

2. If directed by Security, call College Nurse (951)571-6103 who, if available, may assist Security until EMS arrives.
   (Reminder – Health Services closes after 4:00pm, M-TH and after 12noon Friday)

3. Call a family member or friend for victim

4. Document
I am still waiting….

Difficulty breathing

- Encourage victim to relax
- Allow position of comfort
- Reassure – you have called for help
I am still waiting..

Chest pain

- Encourage victim to relax
- Allow position of comfort
- Rest – do not allow them to walk around
- Reassure – you have called for help

Indications of a heart attack include sweating, anxiety and chest pains.
I am still waiting..

Brain Attack

- Lopsided smile
- Speech is garbled
- Weakness on one side of body

- Encourage victim to relax
- Allow position of comfort
- Rest – do not allow them to walk around
- Reassure – you have called for help
About gloves...

- Find a way to have vinyl gloves and First Aid supplies / information available - have director contact security for ideas.
I am still waiting….

Loss of consciousness

- If on floor, turn to side
- Do NOT put anything in victim’s mouth
- Observe for breathing
- Wear vinyl gloves for your own protection
- Speak quietly to the victim & reassure…they may still be able to hear you!
A word about seizures

Do . . .
- Protect the person from injury, move furniture away
- Only move the person if they are in a dangerous place
- Protect the head from injury – pad with soft material
- As soon as convulsions have ceased, turn the person to the 'recovery position' to keep airway clear
- Speaking in a calm voice, reassure them that help is on the way. Assume hearing is intact – they may not be able to respond, but they can possibly hear.

Do Not . . .
- Put anything in the person's mouth or force anything between their teeth - they cannot swallow their tongue
- Restrain the person
- Give anything to drink until they ask for a drink – then only sips of water
I am still waiting….

After a seizure the victim:

- Is usually very tired – may not respond to their name
- May have lost control of bowel or bladder
- May go into another seizure
I am still waiting…

Diabetic emergency
(VERY low blood sugar from taking insulin)

☐ Loss of consciousness

☐ Follow “Loss of consciousness” guidelines.

While conscious - Any food source will help to raise blood sugar – sugared sodas are best, but anything is good.

If you know you have a coworker taking insulin, keep some sugared snacks / drinks around.
I am still waiting....

Uncontrolled bleeding

- Wear vinyl gloves!!!
- Use whatever supply you have to as an absorbent material, clean but not necessarily sterile
- Don’t take a dressing off! No peeking!
- Add more absorbent material on top of the previously added material
- Elevate if the injured area is a limb, if not appearing broken
- Encourage victim to relax - do not allow them to walk around
- Reassure the victim you have called for help
I am still waiting....

What common themes are you seeing??

✓ Encourage victim to relax
✓ Allow for position of comfort
✓ Provide a place to sit or rest
✓ Reassure – you have called for help
✓ Use vinyl gloves to protect yourself!
I am still waiting….

Mental health emergencies (situations)

- Anxiety
- Anger / Agitation
- Severe depression / lethargy
I am still waiting....

Anxiety / Panic attack

- Not always an emergency needing 911
- Call security for initial assistance
- Respond calmly / in control
- Assist with firm directions to:
  - stop talking
  - focus on breathing
  - slow breathing – take 10 seconds to exhale a breath
- If person becomes unconscious – Activate EMS
I am still waiting....

Anger

- May be an emergency – depends...
- Acknowledge anger, use “I” statements
- Reassure person you are trying to help
- Contact Security for assistance, trained in defusing
I am still waiting....

Severe Depression

- Persons making serious statements about ending their own life, or the life of another require attention.
- Have person wait in quiet area while you “get assistance”
- Call Security, and if not available, Activate EMS.
I am still waiting…. 

- You are best able to help when certified in First Aid and CPR

- Check for classes in the community, if only for your own information.