Call received and a series of questions are asked:
Location of the patient / pick-up location (Facility)
A callback number
Name of caller
Patient’s name and/or identifying information
Information about patient’s condition/chief complaint
Ordering physician, if available
Other pertinent information (i.e., Isolation Precautions, Psychosis Hold, Oxygen, Bariatric Equipment, etc.)

Does the Patient have an Emergency Medical Condition, including but not limited to:
- Anaphylaxis
- Cardiopulmonary Arrest
- Bradyrhythmias and Tachydisrhythmias
- Patients in Labor
- Persistent Altered Level of Consciousness (new onset)
- Respiratory Distress and/or Failure
- Sign or Symptoms of Shock
- Signs and Symptoms of Stroke
- Status Epilepticus
- Suspected Cardiac Chest Pain or Discomfort
- Severe Traumatic Injuries

Yes
Patient’s physician is at the health facility and has stabilized the patient’s condition

No
Transport per policy

Yes
Transport per policy

No
Refer to the Jurisdictional 9-1-1 Provider