



## AMR News

## For Immediate Release

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### AMR Ambulance Service Offers Tips for Calling 9-1-1

**Arlington, Texas (February 15, 2008)** It's estimated that more than half a million 9-1-1 calls are made every day, with up to half of those calls coming from a mobile phone. Because these calls are usually made in emergency situations, local ambulance provider American Medical Response (AMR) offers the following suggestions for an effective 9-1-1 call:

- At the first hint an emergency may be developing, and well before a potential situation becomes an major emergency, call 9-1-1. Waiting too long can have tragic results.
- Stay calm. Speak slowly and describe the nature of your problem or reason for calling. Give the 9-1-1 operator your name, phone number and the street address where help is needed.
- Be aware of your surroundings and your situation. The 9-1-1 operation might ask you to describe victims, suspects, vehicles or other parts of the scene. You might also need to describe your location so emergency units can respond—your current city or town, address, highway and direction, nearby cross-streets or interchanges, or other geographic points of reference that would get help to you quickly.
- Let the 9-1-1 operator guide the conversation and answer their questions. While it may seem like the information-gathering process is slow, it's likely that emergency services are already being sent while you are still on the line. The operator will also give you instructions to help protect you and others on the scene and may coach you through first aid for victims of a medical emergency. Listen carefully and fully follow their instructions. If you don't understand, ask for clarification.
- Stay on the telephone if it's safe, and don't hang up until the operator tells you to do so. If you are not calling from a cell phone, the 9-1-1 computer system will automatically and immediately provide the operator with an address, so help can be sent to your location, even if you can't speak.

- When you are calling with a mobile/cell phone, you will need to tell the operation where you are, since unlike a “land line” such as your home phone, dispatch centers can’t always pinpoint your exact location. Be prepared to give the operator specific details, such as city, address, the name of the building and what floor or room where responders are needed.
- If you call 9-1-1 by mistake, do not hang up. Tell the operator what happened so they know there really isn’t an emergency and won’t automatically send rescuers to your location.

Calls to 9-1-1 should only be made in case of a fire, or circumstances that requires immediate assistance from law enforcement, such as encountering a person with weapons, crimes in progress of immediate danger of crime, domestic abuse and fights, or a medical situation requiring an ambulance, such as chest pain, loss of consciousness, sudden inability to speak or move, seizure, serious injury from a fall and/or severe bleeding. If you are not sure whether your situation is an actual emergency, it’s better to be safe: call 9-1-1 and let the operator make the determination.

Do not use 9-1-1 for calls that are clearly not emergencies. If emergency personnel are tied up with non-emergency calls, another callers may not be able to get the life-saving help they require. Don’t use 9-1-1 for:

- **General information.** Don’t call 9-1-1 to find out about paying traffic tickets, court dates or to speak to someone in the police or fire department. Don’t call for traffic conditions or directory assistance.
- **Prank Calls.** Calling 9-1-1 as a game may seem funny, but it can be dangerous. People who really need emergency aid may have to wait longer if responders are tied up on prank calls. It’s illegal to phone in 9-1-1 pranks, with penalties or fines and jail time. Parents should teach children to use 9-1-1 responsibly.

**Source:** National Emergency Number Association (NENA) September 2007

*American Medical Response Inc. ([www.amr.net](http://www.amr.net)), America’s leading provider of medical transportation, is locally operated in 37 states and the District of Columbia. AMR’s 18,500 paramedics, EMTs and other professionals transport more than four million patients nationwide each year in critical, emergency and non-emergency situations. Operating a fleet of approximately 4,500 vehicles, AMR, a subsidiary of Emergency Medical Services Corporation, is headquartered in Greenwood Village, CO.*

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