

When Minutes Count

A Citizen's Guide to Medical Emergencies



This is a guide to management of common emergencies in your community. Using the simple guidelines in this pamphlet may enable you to save the life of an ill or injured person. Your intervention before EMS arrives may mean the difference between life and death for a friend, relative, or fellow citizen.

Emergency Response — *Your life may depend on it.*

Be sure to take a moment to fill in these important numbers and read through this brochure—it could save a life!

EMS:

Fire:

Police:

Poison Control Center:

1-800-222-1222

Recognizing Medical Emergencies

Call 9-1-1 immediately if any of these conditions are present:

- Serious bleeding
- Not breathing
- Unconscious party
- Choking
- Signs of a heart attack
- Broken Bones
- Burns
- Head, chest, or abdominal injuries
- Neck or spine injuries

****If the 9-1-1 system is not available in your area, call your local emergency medical service.****

When calling 9-1-1, remember these helpful tips:

- Remain calm while placing the call, this enables the 9-1-1 Operator to get the most accurate information in a timely manner.
- Have the following information on hand for the 9-1-1 Operator:
 - Most importantly - the address of the emergency or the victim's location and a nearby cross street;
 - Your name and your telephone number; and
 - The name of the ill /injured person and the reason you are calling 9-1-1. If known, try to provide the 9-1-1 Operator with any past or pertinent medical history.
- If possible, have someone step outside to flag down Emergency Medical Services (EMS). Stay on the line until the dispatcher tells you to hang up - ***this is important!*** They might need additional information from you as units respond.

Emergency Care Tips

- Do not move the ill or injured person unless they are in immediate danger or if you are directed to do so by the 9-1-1.
- Call 9-1-1 immediately. Send someone else to call for help if you can so that you can stay with the person.
- Do not give the person anything to eat or drink or allow them to smoke.
- Keep the person calm and as still as possible, especially if they have any head, neck, back injuries.
- Apply the following emergency care measures until EMS arrives.
- If available, use Personal Protective Equipment (PPE) to protect yourself and those around you! PPE includes gloves, masks, and protective eyewear.

Types of Medical Emergencies

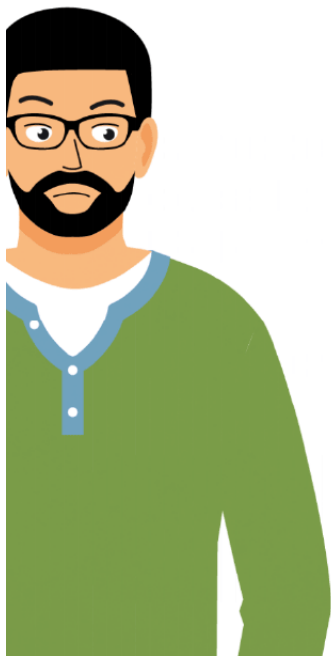
Chest Pain / Myocardial Infarction (MI)

A myocardial infarction occurs when a part of the heart muscle doesn't get enough blood. The more time that passes without treatment to restore blood flow, the greater the damage to the heart muscle. Early recognition is key to prevent long lasting and/or permanent damage.

Signs and Symptoms can include the following –








- **Chest pain or discomfort** that is generally felt in the center of left side of the chest that lasts longer than a few minutes or that goes away and comes back. The discomfort commonly presents as pressure that feels uncomfortable, squeezing sensation, fullness, or pain.
- **Feeling faint, light-headed, or weak.** The victim may be in a cold sweat.
- **Pain or discomfort in the jaw, neck, or back.**
- **Pain or discomfort in one or both shoulders or arms.**
- **Shortness of breath.** This often onsets with chest discomfort but can happen before.
- Other symptoms such as **unexplained tiredness and nausea or vomiting** can occur, as well. These symptoms are more likely to occur in women, as well as **angina** (dull and heavy or sharp chest pain or discomfort), **neck/jaw/throat pain, upper abdomen/back pain.** *Some women feel no symptoms at all.*

If you notice any of the above symptoms, **call 9-1-1 immediately.** The sooner emergency care is started, the sooner treatment can be received to reduce the amount of damage to the heart muscle. In some cases, a myocardial infarction may require cardiopulmonary resuscitation (CPR) or an electrical shock (defibrillation) to help the heart resume beating. **Bystanders trained to provide CPR or use defibrillator may be able to help until emergency medical personnel arrive.**



MAJOR HEART ATTACK

signs and symptoms in women and men

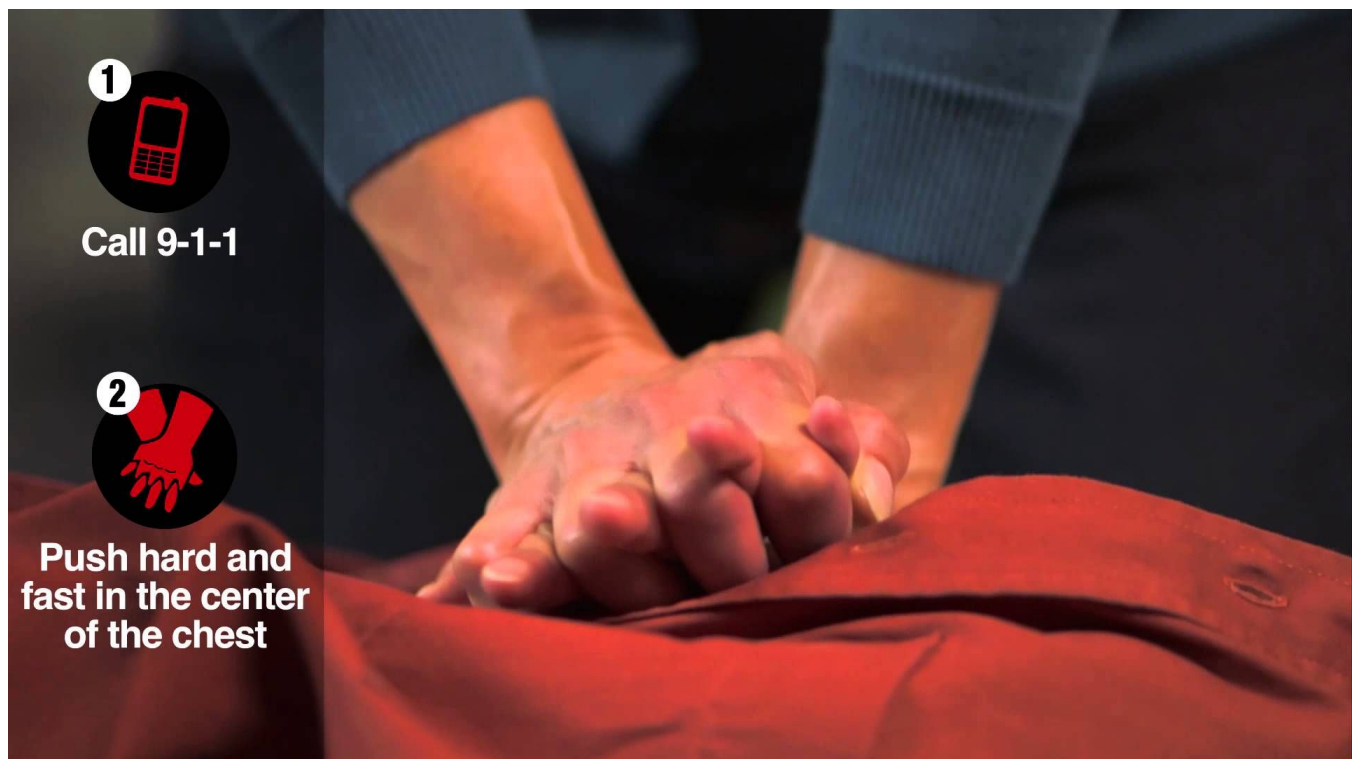
-   Chest pain or discomfort
-   Shortness of breath
-   Pain or discomfort in the jaw, neck, back, arm, or shoulder
-  Feeling nauseous, light-headed, or unusually tired



How to Check for Breathing/Pulse

If someone is not breathing (apneic) or their heart is not beating (pulseless), the person may die or suffer permanent damage before EMS arrives. Always check for breathing and a pulse in a medical emergency.

- If the person has collapsed, try to wake the person up by shaking the shoulder and shouting at them. If the victim does not respond, gently lay the person flat on their back on a firm surface.
- Call for help or send someone for help
- Gently lift the person's chin forward with one hand while pushing down on the forehead to tilt the head back. This should open their airway.
- Put your ear to the person's face with your face turned towards their feet. This allows you to do the following -
 - listen for breathing sounds;
 - feel for warm breath on your cheek; and
 - observe chest rise and fall.
- To check for a pulse, place your index and middle finger on the side of their neck in the soft, hollow area to the side of their windpipe.
- In the event the victim is not breathing and does not have a pulse, the American Heart Association recommends that a bystander who does not have any formal training and/or is not CPR certified, perform compression-only CPR (also known as Hands-Only CPR). The difference between Hands-Only CPR and Conventional CPR is Hands-Only does not include mouth-to-mouth breaths. It is recommended for use by individuals who witness a teen or adult collapse in an out-of-hospital setting (such as at home, work, a public setting, etc.).



Your care may make the difference between life and death.

Insect Bites

Remove stinger if possible by scraping (not pinching). Apply cold compresses. If there is any reaction, such as breathing problems, call 9-1-1 immediately.

Snake Bites

Keep the person calm, have them sit quietly, and call 9-1-1 immediately. Try to identify or describe the snake without endangering yourself.

Bleeding/Hemorrhage

- In the event an individual is bleeding or hemorrhaging (severe bleeding), call 9-1-1 immediately. If the bleeding is due to an impalement, **DO NOT REMOVE THE OBJECT**, this can worsen their condition.
- Next, remove any clothing or debris on the wound. If available, wear gloves to prevent any bloodborne pathogens from transferring to you. Your number one priority is to stop the bleed. Remove any clothing that may be restricting the limb. Do not probe the injury, as you may do more damage. To stop the bleeding, place a sterile dressing or bandage on the injury and press firmly to control the bleeding. Do not let up on the pressure unless the bleeding has ceased. You can maintain pressure by wrapping the injury with a bandage or clean piece of cloth. **DO NOT PUT DIRECT PRESSURE ON AN EYE INJURY OR AN OBJECT THAT IS IMBEDDED IN THE INJURY.**
- If possible, help the victim lay down or sit in a comfortable position and keep them calm and still. You should not remove the dressing or bandage. Should blood soak through them, continue to add more bandaging and continue to apply firm pressure. If you have access to a tourniquet and **are trained in how to use them**, you may apply appropriately. Note the time you apply the tourniquet so that you can advise EMS how long it has been in place when they arrive.

Breaks/Fractures

If you believe someone has sustained a break, fracture, or dislocation, call 9-1-1. Keep the victim calm and still to prevent further injury.

- If you have reason to suspect the victim has multiple breaks, or if the bone is protruding through the skin, do not attempt to move them. This also applies to potential neck, back, pelvis, or thigh injuries. You should only attempt to move the victim in these circumstances in they are in imminent danger.
- Never place ice directly on an injury, instead apply cold packs to help minimize swelling.
- If the victim has a bone protruding through the skin, cover with a dressing, however do not attempt to relocate the bone inside their body.
- In the event there is excessive bleeding, follow the steps listed under Bleeding/Hemorrhage.

Burns

- If it is safe to do so, remove the victim from danger and the source of the burn. For serious burns, call 9-1-1 immediately.
- Cover with a cool, wet cloth. If effected area is an extremity, elevate it above their heart.
- If there is blistering, do not attempt to break or remove any affected skin.
- For small or minor burns, immerse in cold water. For serious burns, preserve body temperature by covering them lightly, if necessary.

Convulsions/Seizures

Call 9-1-1 immediately. Protect the person from further injury by removing obstacles. Turn the person onto one side and do not try to restrain movements. If the person has fallen or shows evidence of injury, do not move the person unless he or she is in immediate danger. Do not prop up the head. DO NOT put anything into the person's mouth.

Choking - Adults

If the adult can speak or cough, then they are able to breathe, and the airway is not completely blocked. Encourage the person to cough out the object. DO NOT interfere with efforts to do so. If the adult cannot speak or breathe, but is still conscious, ask the person "Are you choking?" If indicated, perform the Heimlich maneuver by standing behind them and wrapping your arms around them, making a fist, and thrusting upward just above their navel. Note that the universal sign for choking is their hands on their throat; however, other signs to look for are an inability to speak; difficult or noisy breathing; squeaky noises when breathing; weak or forceful coughing; blue skin, lips, and/or nails; flushed skin that turns pale or bluish; and/or loss of consciousness. If the person loses consciousness, help them to the ground. Protect the head and neck. If the person is choking and becomes unconscious:

- Call 9-1-1 immediately.
- Place the person on his or her back, keeping the face up. Open the mouth by lifting the lower jaw up and forward. If a blockage is visible, you may reach your finger into their mouth attempt to sweep it out. Do not attempt to a blind finger sweep.
- If the object remains lodged in their airway and the individual does not respond to the above attempted measures, begin CPR. Chest compressions have the potential to dislodge the object which requires you to check their mouth periodically.

Choking – Infants

While seated, hold the infant face down on your forearm on your thigh. You should support the infant's head and neck while keeping the head lower than their body.

Deliver five firm thumps with the heel of your hand to the middle of the infant's back, while ensuring you are not using too much force, which can cause potential injury to the infant. The thumps, in conjunction with gravity, should assist in dislodging the object.

If the infant is still not breathing, proceed to turn the infant face up on your forearm, while continuing to keep their body elevated above their head, and rest your arm on your thigh. Use your index and middle finger to deliver five quick chest compressions in the center of their chest. Press down to a depth of approximately 1.5 inches and allow for their chest to rise in between compressions.

If breathing does not resume, continue delivering back blows and chest compressions and call for emergency services.

If any of these techniques open the infant's airway but the infant does not resume breathing, start performing infant CPR.

Eye Injuries

For an object in the eye, try to wash it out by flushing the eye with lots of clear water. If the object cannot be easily washed out, cover both eyes lightly with a cloth, keep the person quiet, and call 9-1-1 immediately.

If chemicals get in the eye, flush eyes with lots of clear water. Continue flushing until EMS arrives. **DO NOT** use drops or ointments.

Syncopal Episode

If a person is “feeling faint,” have the person lie down on their back and have them elevate their feet. Apply cold compresses to their forehead. If fainting is associated with chest pains, convulsions, or severe headache, or if it lasts more than one minute, call 9-1-1 immediately.

Head, Neck, or Back Injuries

Call 9-1-1 immediately. **DO NOT** wait to see if the pain/discomfort goes away. Tell the person to remain still and stay calm. Severe, deep cuts should not be cleaned. Cover cuts with a clean cloth. Do not apply heavy pressure to bleeding area. Do not attempt to stop bleeding from the ears, nose, or mouth.

Poisoning/Overdose

Call your local poison center at 1-800-222-1222 immediately. If the person has collapsed or stopped breathing, call 9-1-1 immediately. If possible, take the product container with you to the phone.

Unconscious Party

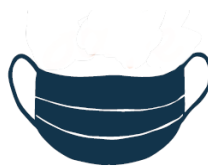
- Call 9-1-1 immediately.
- Check for breathing and a heartbeat. If there is no breathing and no pulse in the neck, begin CPR using the steps above in Chest Pain/Myocardial Infarction. If the person cannot be roused but is breathing well and has a good pulse, place the person on his or her side unless you suspect a neck injury.
- **DO NOT** give the person anything to drink.
- If drug overdose or poison is suspected, the container of the suspected toxin should be taken with the patient on the ambulance.



Wear gloves when dealing with bodily fluids to avoid coming into contact with bloodborne pathogens.



Reduce the risk of exposure to infectious diseases by wearing proper eye protection.



Protect yourself from airborne pathogens by wearing a mask.

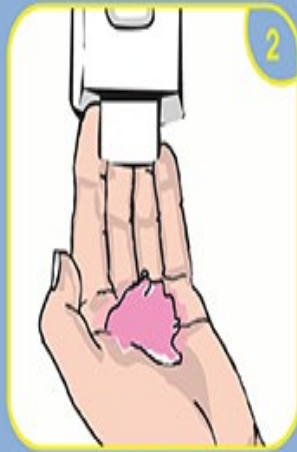


CDC GUIDELINES HANDWASHING POSTER

PAUTAS DE CDC PÓSTER DE LAVADO DE MANOS



Wet Your Hands
Mójese las manos con agua



Soap
Use jabón



Lather & Scrub - 20 Sec
Enjabone y talle sus manos - 20 segundos



Rinse - 10 Sec
Enjuáguese las manos - 10 segundos



Dry Your Hands
Séquese las manos



Turn Off Tap
Cierre la llave de agua

Don't Forget To Wash:

- Between Your Fingers
- Under Your Nails
- The Tops of Your Hands

No olvide de lavarse:

- Entre los dedos
- Debajo de las uñas
- La parte superior de sus manos



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O Para Más Información, por favor Llamar...