

MEDICAL EMERGENCY RESPONSE PROTOCOL



1. If a serious injury or other medical emergency occurs, immediately call 911.

It is best to have the person calling 911 physically with the patient at the time the call is made if at all possible.

NOTE: If you call 911 from an office phone, emergency response can track which building you are in and respond in a more timely fashion. Be sure that the following information is provided to the dispatcher:

- a. The age and gender of the patient. If you are unsure of the patient's age, estimate.
- b. The location of the patient.
- c. The nature of the medical emergency and whether or not the patient is conscious and breathing.
- d. Any other pertinent information, such as events leading up to the emergency or known past medical history of the patient.



2. Contact the Security Office (8-7995) to make them aware of the emergency.

- a. The Security Officer, once on scene, will be the incident commander for the emergency. The security office, while en route, will make contact with Campus Security to report the emergency.
 - i. Security Officer will send someone to meet and direct the Fire Department to the location, if possible.
 - ii. If the emergency involves an employee of WSU, once the scene is secure, or while en route, Security Officer will contact HRS (8-7572/8-7566) and notify of the incident.
 1. HRS will pull and provide EMS emergency contact information if needed.
 2. HRS will make contact with the appropriate supervisor of the individual
 3. HRS will ensure all parties involved have appropriate resources through EAP and Disability Services.
 - iii. If the emergency involves a student of WSU, once the scene is secure, or while en route, Security Officer will contact Student Services (8-7526/8-7537) and notify of the incident.
 1. SS will pull and provide EMS emergency contact information if needed.
 2. SS will make contact with the appropriate academic program for the individual
 3. SS will ensure all parties involved have appropriate resources through the counseling center.
 - iv. Once the scene is secure, or while en route, Security Officer will contact the Chancellor's office (8-7521) and notify of the incident.



3. **Remain calm.** Ensure that the privacy of the person is protected as best as possible (those observing and not helping with the emergency should be invited to leave). Ensure that the scene is safe prior to approaching the patient and reassure the patient that help is on the way.
4. Do not move the patient unless absolutely necessary.
5. If you are trained in first aid, you may provide care per your level of training until the Fire Department arrives.
6. Upon arrival of the Security Officer/Fire Department, remain and provide any specific information about the patient and their condition that you are aware of until release by the incident commander.