



Chattahoochee Hills Fire Rescue Department

Gregory C. Brett, Chief of Fire

When You Phone 9-1-1 ...

A. YOUR CALL

Always say: **"I am a resident of Chattahoochee Hills ... please connect me with Fulton 9-1-1."**
(...because your call may connect with Douglas, Coweta or Fulton county 9-1-1)

B. CALL PROCESSING (typically occurring in less than 30 seconds)

1. Your call is received by a Fulton 9-1-1 Operator
2. 9-1-1 Operator asks you about your emergency
3. 9-1-1 Operator transfers your call to a Fire Dispatcher
4. Fire Dispatcher confirms your emergency
5. Fire Dispatcher notifies Fire Dept - Station 51
 - a. Station 51 deploys
 - b. Command responds accordingly
6. Be prepared to stay on the phone (it is vital you maintain communication from the scene)

C. PATIENT CARE and TRANSPORT

1. Station 51 on-scene within 8-9 minutes
2. Incident/Patient assessment
 - a. Dynamic decision-making
 - b. Stabilize/Treat patient
3. AMR or Coweta ambulance on-scene within 15-30 minutes (air-transport on-scene within 15-20 minutes)
4. "Patient care" (responsibility) transferred from Fire Dept to ambulance personnel
5. Patient destination can be "preferred" by family, but the final determination is dictated by patient needs and the medical personnel managing/transporting the patient
6. Family member may accompany patient except on air-transport

Be Ready To Answer ...

1. What is your LOCATION? _____
2. What is your PHONE NUMBER? _____
3. What is your EMERGENCY? _____
4. What is PATIENT GENDER? _____
5. What is PATIENT AGE? _____
6. Describe PATIENT CONDITION?
 - Breathing YES NO
 - Conscious YES NO
 - Illness/Injury _____