

# 9-1-1 Tip Sheet

## When to Call:

### Emergency: 9-1-1

An immediate need for Police, Fire or EMS.

In Progress Crime

Fire

Medical Call

### Non-Emergency: 972-424-5678

When services are needed but not immediately. A crime that is delayed.

## What to say:

The address, this is the most important piece of information.

The phone number, we may need to call you back.

Your name.

Your callback number (the direct number that we can reach you at).

Stay on the line answer all the call-taker's questions.

Even though you are still on the line with call taker, a separate dispatcher is sending the appropriate response. The call takers job is to gather information that can help you until a first responder arrives. If you don't know the answer to a question just say you don't know.

**PBX Phones:** When calling from a business line that requires you dial "9" for an outside line. Dial carefully; we receive many accidental 9-1-1 calls from businesses that have to dial "9" and then "1" for long distance. If you accidentally dial 9-1-1, stay on the line and let us know. This will eliminate us having to call you back. If you have an emergency, please tell us where in the building the emergency is located. This information is not always available for larger businesses.

**Cell Phones:** You can call 9-1-1 on a cell phone, but we may not get an exact address so you should be able to provide that when using a mobile device. We are not able to accept text messages, or pictures.

**Medical Calls:** It is imperative that the caller be with the patient when calling 9-1-1. This means you must have the phone near the patient. We will provide instruction on how to care for the patient while first responders are en route.

**If you need to stay with the patient, please have a member of the office staff make the 9-1-1 call, but they must be near the patient to relay information.**

### Additional Tips:

Stay Calm

Speak Clearly

Be prepared to answer questions

Know your location

Know your phone number