



# **MSFC 911 and Medical Emergencies**

Brenda Bradford, EMT-P

Alison Boylen, EMT-P

HEMSI

# What Happens When You Call 911

- MSFC Protective Services answers the call
- Redstone Arsenal Fire and Emergency Services Dept. , HEMSI Paramedics, MSFC Medical Center, and Huntsville Medical Communication 911 Center (MedCom) monitors all 911 calls simultaneously with Protective Services
- Appropriate unit is dispatched & responds according to the emergency

# Employee Responsibilities

- Give 911 dispatcher the essential information.
  - Nature of emergency (e.g., medical, fire, vehicle accident, etc.)
  - Where the emergency site is.
    - Building Number, Room Number, and other pertinent information (finding aids (e.g., what part of building they need to go) or outdoor information (e.g., identify nearest intersection name).
    - Guide Person: Tell if someone other than yourself can wait near the closest roadway to direct responders to location.
- Employee should remain on the line with dispatcher until instructed to hang up.

# Medical Emergencies

## Who Responds

- HEMSI Paramedics
  - On-site 7:00 a.m. - 5:00 p.m. Mon. – Fri.
  - Off-site after normal working hours
- Redstone Arsenal Fire and Emergency Services Dept. (FESD)
  - Staffed with licensed EMT's, EMS equipment including automatic external defibrillators (AED)
  - Responds with HEMSI during normal working hours
  - Serves as First Responder after normal working hours
- MSFC Protective Services
  - Scene control

# Medical Emergencies

## Average Response Times

- Response time 7 a.m. to 5 p.m., Monday through Friday, averages 2 to 4 minutes from time of call
- After hours and weekend response time averages 12 to 15 minutes for HEMSI; Redstone Arsenal Fire and Emergency Services Dept. responds within 2 to 4 minutes