Rural 9-1-1
Challenges and Solutions
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Sedona Fire Regional Communications
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Paramedics shocked Gary Miers four times to restart his heart
Barbara Miers experienced the longest eight minutes of her life June 8. The dispatcher asked if she knew CPR. Barbara didn’t so the dispatcher walked her through to perform chest compressions only.

<table>
<thead>
<tr>
<th>Time to Dispatch</th>
<th>Turnout</th>
<th>Travel</th>
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<tbody>
<tr>
<td>Ave: 0:00:43</td>
<td>Ave 0:01:45</td>
<td>0:08:00 or more</td>
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Scripted Medical Dispatch

• Priority Dispatch

• APCO EMD

• PowerPhone

• Create your own?
Why Scripted?

- Consistency
- Liability
- Speed
- Efficiency
Don’t Forget QA!

- Feedback to Call-Taker
- Public Feedback
- Protocol Updates
Outside the Box

• Consolidation/Specialization
• Interagency Agreements
• Fire/EMS based Primary PSAP
• Media
Sedona Fire Regional Communications Center