- 1. Abdominal Pains/Problems
  - A-1 Abdominal pain
  - C-1 Males (older than 34)
  - C-2 Females (older than 45)
  - C-3 Not alert
  - C-4 Females with fainting (ages 12 50)
- 2. Allergies/Hives/Red Reaction/Stings
  - A-1 No difficulty breathing or swallowing
  - B-1 Unknown symptoms (3rd party situation)
  - C-1 Difficulty breathing or swallowing
  - D-1 Severe respiration distress
  - D-2 Not alert
  - D-3 Condition worsening
  - E-1 Ineffective Breathing
- 3. Animal Bites/Attacks
  - A-1 Superficial or minor bites
  - A-2 Spider or insect bites
  - B-1 Peripheral bites with serious bleeding
  - B-2 Unknown injuries (3rd party situation)
  - D-1 Severe central bites
  - D-2 Large carnivores
  - D-3 Zoo animal
  - D-4 Exotic animal
  - D-5 Any snake
  - D-6 Attacks or multiple animals
- 4. Assault/Rape
  - A-1 Not dangerous injuries
  - A-2 Non-recent injuries (> 6 hrs)
  - B-1 Possibly dangerous injuries
  - B-2 Serious hemorrhages
  - B-3 Unknown injuries (3rd party situation)
  - D-1 Multiple victims
  - D-2 Dangerous injuries

- D-3 Not alert
- D-4 Abnormal breathing
- 5. Back Pain
  - A-1 Non-traumatic back pain
  - A-2 Non recent traumatic back pain (> 6 hrs)
  - C-1 Fainting (age > 50 and non-traumatic)
  - D-1 Not alert
- 6. 6. Breathing Problems
  - C-1 Difficulty breathing
  - C-2 Asthma
  - C-3 Cardiac history
  - D-1 Severe respiratory distress
  - D-2 Not alert
  - D-3 Sweat or changing colors
  - E-1 Ineffective Breathing
- 7. Burns/Explosion
  - A-1 Small burns
  - A-2 Sunburn or minor burns (< hand size)
  - B-1 Unknown extent (3rd party situation)
  - C-1 Difficulty breathing
  - C-2 Large burns
  - D-1 Multiple victims
  - D-2 Severe respiratory distress
  - D-3 Not Alert
  - D-4 Explosion
- 8. Carbon Monoxide/Inhalation/Hazardous Materials
  - B-1 Alert and breathing normally
  - C-1 Alert with abnormal breathing
  - D-1 Multiple victims
  - D-2 Not alert
  - D-3 Hazardous Materials
  - D-4 Unknown status (3rd party situation)
- 9. Cardiac/Respiratory Arrest
  - B-1 Obvious death

- D-1 Suspected cardiac arrest
- D-2 Suspected respiratory arrest
- E-1 Not Breathing
- E-2 Breathing Unknown
- E-3 Hanging
- E-4 Strangulation
- E-5 Suffocation
- E-6 Drowning
- 10. Chest pain
  - A-1 Normal breathing (age < 35)
  - C-1 Normal breathing (age > 35)
  - C-2 Abnormal breathing
  - C-3 Cocaine or Drug Use
  - C-4 Cardiac History
  - D-1 Severe respiratory distress
  - D-2 Not Alert
  - D-3 Sweaty or changing color
- 11. Choking
  - A-1 No longer choking (can talk or cry, or is alert and breathing normally)
  - D-1 Choking
  - D-2 Abnormal breathing
  - D-3 Not alert
  - E-1 Choking Verified/Ineffective Breathing
- 12. Convulsions/Seizures
  - A-1 Breathing now physically verified by caller
  - B-1 Age < 35 (breathing not verified)
  - C-1 Pregnancy
  - C-2 Trauma
  - C-3 Diabetic
  - C-4 Cardiac History
  - D-1 Continuous or multiple seizures
  - D-2 Age > 35 (breathing not verified)
  - D-3 Not breathing (verified)

- 13. Diabetic Problems
  - A-1 Conscious and alert
  - C-1 Conscious but not alert
  - C-2 Conscious with abnormal breathing
  - D-1 Unconscious
- 14. Drowning (near) / Diving Accident
  - A-1 Alert and breathing normally (no injuries and out of water)
  - B-1 Alert and breathing normally (injuries and/or in water)
  - B-2 Unknown status (3rd party situation)
  - C-1 Alert with abnormal breathing
  - D-1 Unconscious
  - D-2 Not breathing or still underwater
  - D-3 Not alert and/or abnormal breathing
  - D-4 Suspected neck injury
  - D-5 Diving or SCUBA Diving accident
- 15. Electrocution
  - C-1 Alert and breathing normally
  - D-1 Unconscious
  - D-2 Not disconnected from power source
  - D-3 Power not off/hazard present
  - D-4 Not alert
  - D-5 Abnormal breathing
  - D-6 Long fall (> 6 ft./2m.)
  - D-7 Unknown status (3rd party situation)
  - E-1 Not Breathing/Ineffective Breathing
- 16. Eye problems / Eye injuries
  - A-1 Moderate eye injury
  - A-2 Minor eye injury
  - B-1 Severe eye injuries
  - D-1 Not alert
- 17. Falls / Back injuries (traumatic)
  - A-1 Not dangerous injuries
  - A-2 Non-recent injuries (> 6 hrs.)
  - B-1 Possible dangerous injuries

- B-2 Serious hemorrhage
- B-3 Unknown injuries (3rd party situation)
- D-1 Dangerous injuries
- D-2 Long fall (> 6 ft./2 m.)
- D-3 Not alert
- D-4 Abnormal breathing
- 18. Headache
  - A-1 Headache only (without prior symptoms)
  - C-1 Not alert
  - C-2 Numbness or paralysis
  - C-3 Speech or movement problems
  - C-4 Sudden onset of severe pain
  - C-5 Recent head injuries (< 24 hrs.)
- 19. Cardiac (Heart) Problems
  - A-1 Heart rate < 130 (without prior symptoms)
  - B-1 Unknown symptoms
  - C-1 Not alert
  - C-2 Cardiac History
  - C-3 Heart rate > 130 (without prior symptoms)
  - C-4 Cocaine / Substance Use
  - D-1 Firing of implanted defibrillator
- 20. Environmental Heat / Cold exposure
  - A-1 Alert (without prior symptoms)
  - B-1 Change in skin color
  - B-2 Unknown symptoms (3rd party situation)
  - C-1 Cardiac History
  - D-1 Not alert
- 21. Hemorrhage / lacerations
  - A-1 Not dangerous hemorrhage
  - B-1 Possibly dangerous hemorrhage
  - D-1 Dangerous hemorrhage
  - D-2 Not alert
  - D-3 Severe respiratory distress

- 22. Industrial / machinery accidents
  - B-1 Unknown illness or injuries (not caught in machinery)
  - D-1 Multiple victims
  - D-2 Trapped or caught in machinery (unknown injuries)
  - D-3 Life status questionable
- 23. Overdose / ingestion / poisoning
  - A-1 Conscious and alert (age 1 though 11 years)
  - B-1 Conscious and alert (age < 1 or > 12 years)
  - C-1 Not alert (unable to talk)
  - C-2 Abnormal breathing
  - C-3 Antidepressants (tricylic)
  - C-4 Cocaine / Drug Use
  - C-5 Acid or lye (alkali)
  - C-6 Violent Behavior
  - D-1 Unconscious
  - D-2 Severe respiratory distress
- 24. Pregnancy / childbirth / miscarriage
  - A-1 1st trimester bleeding or miscarriage
  - A-2 Illness during pregnancy (without priority symptoms)
  - B-1 Labor (delivery not imminent 2nd/3rd trimester)
  - B-2 Unknown pregnancy problems (3rd party situation)
  - C-1 2nd trimester bleeding or miscarriage
  - D-1 Baby born
  - D-2 Baby's head visible (crowning)
  - D-3 Imminent delivery (3rd trimester)
  - D-4 3rd trimester bleeding
  - D-5 Breach (hand / foot) presentation
- 25. Psychiatric emergency/suicide attempt
  - A-1 Non-violent and non-suicidal (alert)
  - B-1 Unknown symptoms (3rd party situation)
  - C-1 Not alert
  - C-2 Violent Behavior
  - C-3 Suicidal (threatening)
  - D-1 Hanging, strangulation, or suffocation

- 26. Sick person (specific diagnosis)
  - A-1 No priority symptoms
  - A-2 Non-priority complaints
  - B-1 Unknown symptoms (3rd party situation)
  - C-1 Not alert
  - C-2 Cardiac history
  - 2 Boils | 3 Bumps | 4 Can't Sleep | 5 Can't Urinate (Without Abdominal Pain) | 6
    Urinary Catheter (in/out without hemorrhaging) | 7 Constipation | 8 Cramps/Spasms
    (In Extremities) | 9 Cut Off Ring Request | 10 Deafness | 11 Defecation | 12 Earache | 13
    Enema | 14 Gout | 15 Hemorrhoids/piles | 16 Hepatitis | 17 Hiccups | 18 Hungry | 19
    Nervous | 20 Object Stuck In (Nose,Ear,Vagina,Rectum,Penis,Eye) | 21 Object Swallowed
    (No Difficulty Breathing or Swallowing) | 22 Penis Problem/pain | 23 Rash/Skin
    Disorder (No difficulty breathing or swallowing) | 24 Shore Throat (No difficulty breathing or swallowing) | 25 Toothache | 26 Transportation Only | 27 Venereal
    Disease (STD) | 28 Wound Infection (Focal or Surface)
- 27. Knife / Gunshot wound
  - A-1 Non-recent single peripheral wound (> 6 hrs)
  - B-1 Known single peripheral wound
  - B-2 Non-recent single central wound (> 6 hrs)
  - B-3 Unknown situation (3rd party)
  - D-1 Central wounds
  - D-2 Multiple victims
  - D-3 Not alert
  - D-4 Multiple wounds
- 28. Stroke (CVA)
  - A-1 Alert and breathing normally (numbness, speech or movement problems may be present)
  - B-1 Unknown situation (3rd party situation)
  - C-1 Not alert
  - C-2 Abnormal breathing
- 29. Traffic accidents
  - A-1 1st party caller without dangerous injuries
  - B-1 Injuries
  - B-2 Unknown situation

- D-1 Multiple victims: A  $Aircraft \mid B$   $Bus \mid C$   $Subway/Metro \mid D$   $Railroad \mid E$  Watercraft
- D-2 Automobile-Pedestrian/Motorcycle/Bicycle: A All-Terrain Vehicle | B Motor Vehicle vs. Bicycle/Motorcycle | C Motor Vehicle vs. Pedestrian | D Ejection from Vehicle | E Personal Watercraft | F Vehicle Rollover | G Vehicle over Bridge
- D-3 Hazardous Materials Involved
- D-4 Trapped Victim
- D-5 Ejected Victim
- D-6 Not alert
- D-7 Severe respiratory distress
- 30. Traumatic injuries, specific
  - A-1 Not dangerous injuries
  - A-2 Non-recent injuries (> 6 hrs)
  - B-1 Possibly dangerous injuries
  - B-2 Serious hemorrhage
  - D-1 Dangerous injuries
  - D-2 Severe respiratory distress D-3 Not alert
- 31. Unconscious / fainting (non-traumatic)
  - A-1 Single fainting episode and alert (age < 35)
  - A-2 Near fainting episode and alert (age < 35)
  - C-1 Single or near fainting episode and alert
  - C-2 Multiple fainting episodes
  - C-3 Females with abdominal pain (ages 12-50)
  - C-4 Conscious with abnormal breathing
  - C-5 Cardiac history
  - D-1 Unconscious
  - D-2 Severe respiratory distress
  - D-3 Not alert
  - E-1 Ineffective Breathing
- 32. Unknown Problem (Subject Down)
  - B-1 Standing, sitting up, moving or talking
  - B-2 Medical alert notifications
  - B-3 Unknown situation (3rd party)
  - D-1 Life status questionable

- 33. Inter-Facility Transfer/Palliative Care
- 34. Automatic Crash Notification (A.C.N.)
- 35. HCP (Health-Care Practitioner) Referral
- 36. Flu-Like Symptoms (Possible H1N1)
- 37. Inter-Facility Transfer specific to medically-trained callers

Alpha	Non Life-Threatening	Basic Life Support	Non Emergency
Bravo	Possibly Life-Threatening	Basic Life Support	Emergency
Charlie	Life-Threatening	Advanced Life Support	Emergency
Delta	Serious Life Threat	Advanced Life Support	Emergency
Echo	Life Status Questionable	Closest Available (Multiple Resources Sent)	Emergency
Omega Ω	Public Assist Only	Basic Life Support	Non Emergency