



# PARTNERING IN PATIENT CARE

Tualatin Valley Fire & Rescue is honored to be your provider of emergency services. We have developed tips to aid in the exchange of information in order to quickly and safely get patients to a higher level of care.

## Life-Threatening Emergencies

- Call **911**.
- Identify if the patient is COVID-19 positive or has another communicable disease.
- Communicate any unusual circumstances to the life-threatening emergency. (Multiple patients, non-ambulatory, bariatric lift, etc.)

## Once emergency responders arrive, please ...

- Place a **staff person** at the building entrance who can lead us to the patient.
- Relay any critical signs and symptoms (chest pain, difficulty breathing, etc.).
- Ensure a **staff member** with firsthand knowledge of the event stays with the patient while we're providing care.
- Ensure you have **vital patient information\*** ready:

<ul style="list-style-type: none"><li>■ Name</li><li>■ Allergies and Medications</li><li>■ Previous Medical History</li><li>■ Family Contact Information</li><li>■ <b>Medical Emergency Information Card*</b> (hang on refrigerator or inside of resident's front door)</li></ul>	<ul style="list-style-type: none"><li>■ Date of Birth</li><li>■ Details of <b>Current</b> Medical Event</li><li>■ Hospital Preference</li><li>■ <b>POLST Form*</b> (hang on inside of resident's front door)</li></ul>
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*Note:* We can provide these cards for your facility.

*\*Emergency responders need immediate access to POLST/medical forms.*

## Non-Emergent / Scheduled Transports

- No matter what time of day or night, if your patient needs non-emergent transport, you can call your local medical transport provider directly.

***Please share this information with your staff.***