

# HELP US HELP YOU!



**Emergencies and illnesses can be scary!  
Being prepared, knowing your options and  
planning ahead of time can help!**

## BE PREPARED

**Taking the time to be prepared for medical emergencies or unexpected illnesses can make a significant impact should these problems arise.**

- Educate children what they should do in an emergency. Make sure they know their address and phone number.
- Make sure your address is clearly marked on your home. This makes it easier for responders to find you in an emergency.
- Keep an up-to-date list of medications, allergies, and medical history in an area where it can be easily accessed in an emergency. A "File of Life" that can be kept on your fridge is a great resource.
- Know about available services in your area for medical treatment in non-emergency situations.
- Become trained in CPR so you can assist others in an emergency situation.

## Calling 9-1-1

**Emergency dispatchers work hard to get the right kind of help to you quickly in your time of need. Callers can help with this process by following a few key steps:**

- **Know the address.** This is the first question dispatchers will ask. Always try to be aware of your address, street name, or be able to clearly identify where you are. Landline phones can be tied to specific addresses, but cellphones do not provide specific locations for them to see, so your information is important.
- **Try to stay calm.** The dispatchers are going to ask you questions, it is important to try to answer them the best you can. This can help them send the appropriate services.
- **Listen to instructions.** Dispatchers are specially trained to walk you through providing care to patients while waiting for help to arrive. Following these instructions can help save a life, so listen to what the dispatcher is saying.
- **Do not hang up.** Wait until the dispatcher says it is okay to hang up, as they may need to obtain further information from you.



## DO YOU NEED AN AMBULANCE?



**Ambulance services play a major role in caring for communities. However, sometimes they are used when they aren't necessary which can delay care to those suffering from a true emergency.**

The American College of Emergency Physicians recommends asking yourself the following questions, and if you answer 'yes' to any of them, then call an ambulance:

- Is the condition life or limb threatening?
- Could the condition worsen quickly and become life threatening on the way to the hospital?
- If you try to move the person, will it lead to more harm?
- Does the person need skills or equipment that EMT's or Paramedics possess right away?

If the situation is not an emergency but you do not feel like it should wait for an appointment with your Primary Care Provider, there are alternative options available for medical care.

### CONDITIONS WARRANTING AN AMBULANCE\*

- **CHEST PAIN**
- **SEVERE DIFFICULTY BREATHING**
- **DIFFICULTY SPEAKING, NUMBNESS, OR WEAKNESS IN ANY PART OF THE BODY**
- **SUDDEN CHANGES IN VISION**
- **WITNESSED SOMEONE FAINT/PASS OUT OR SOMEONE IS UNRESPONSIVE**
- **SUDDEN DIZZINESS, WEAKNESS OR MENTAL CHANGES (CONFUSION/ODD BEHAVIOR)**
- **HEAVY BLEEDING THAT WONT STOP WITH DIRECT PRESSURE**
- **SUDDEN ONSET SEVERE PAIN**
- **BROKEN BONES VISIBLE THROUGH AN OPEN WOUND**
- **SOMEONE IS THREATENING TO HURT OR KILL THEMSELVES OR OTHERS**

\*This is not a complete list of reasons to call 9-1-1 and is meant for use as a guide. If you are feeling like you are suffering from a medical emergency then please call 9-1-1

### ALTERNATIVE OPTIONS

- If the condition is urgent but not immediately life threatening, see if a family member or friend can take you to the hospital, or contact transportation services.
- Use local services like Urgent Care Clinics or offices with walk-in hours
- Contact your insurance company; many now have nurse lines and Telemedicine options to speak with nurses and care providers.

### NON-EMERGENCY MEDICAL SERVICES AVAILABLE IN ST. LAWRENCE COUNTY

#### Canton- After-hours Clinic

80 East Main Street. Open Monday-Friday 4pm-9pm and Saturday - Sunday 9am-5pm. (315) 386-3300

#### Massena- Mountain Medical Urgent Care

2 Hospital Drive. Open Monday-Friday 8am-7pm and Saturday-Sunday 10am-3pm. (315) 705-0700

#### Ogdensburg- Claxton-Hepburn Convenient Care

921 State Street. Open Monday-Friday 5pm-9pm and Saturday-Sunday 8am-4:30pm. (315) 393-1715

#### Potsdam- Urgent Care Center

49 Lawrence Avenue. Open 8am-8pm 7 days a week. (315) 261-5525