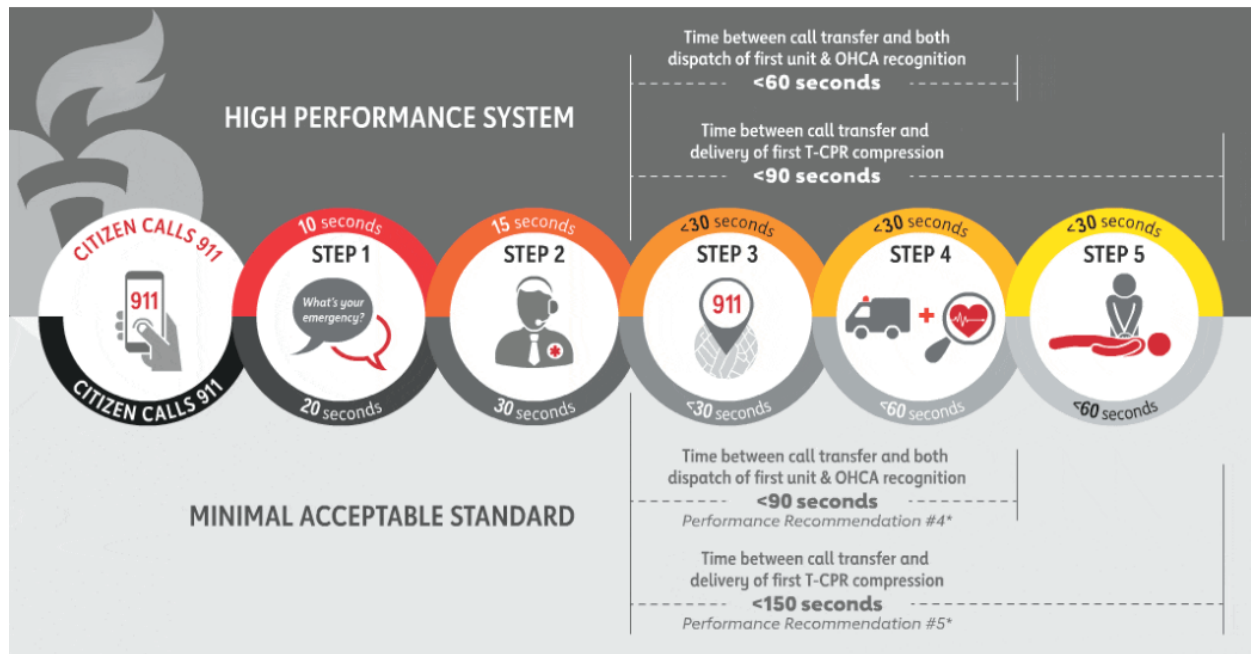


EMERGENCY TELECOMMUNICATOR AED USE PROTOCOL

A very important step prior to the installation of your AED enclosure is adding the device to the local Public Safety Answering Point (PSAP / 911 Center) Computer Aided Dispatch (CAD). It is equally important that the PSAP have a Telecommunicator AED Use (T-AED) protocol established. Since dispatch centers use many different CAD programs and have different policies and procedures when it comes to dispatching a cardiac arrest, there is not a universal protocol in place for this.

The below graphic and article (scan QR code) from the American Heart Association identifies Telecommunicator CPR best practices. Steps 1-5 are centered around the citizen 911 call and identification that the cardiac arrest exists. After obtaining location and callback information, the "No, No, Go" steps initiate hands-only bystander CPR. AED Use would fall under a new Step 6 for this protocol.

Telecommunicator CPR



<https://cpr.heart.org/en/resuscitation-science/telecommunicator-cpr/telecommunicator-cpr-recommendations-and-performance-measures>

Scan QR code to
read AHA article
on T-CPR



RECOMMENDATIONS FOR ESTABLISHING A T-AED PROTOCOL

AED Registration: The PSAP should have a verified list of all AEDs in its service area with the exact location and access information for each AED added to the location in the CAD.

The information for each AED should include:

- 911 address of the AED
- Description of where the AED is located at the address
- Access information for the AED such as a keycode if it is a secured unit
- Name/phone of the person responsible for the AED

If the CAD is capable of identifying resources in proximity of the call, the AED location should be prominently displayed on the telecommunicator's screen when 911 is dialed near a location.

PulsePoint® offers a free and comprehensive AED registry which integrates with several CADs. When it is integrated with the CAD, Pulsepoint AED will automatically provide the Telecommunicator with verified AED information that is in proximity to the call.

AED Team has no affiliation with PulsePoint®. Please note that PulsePoint AED Registry is only accessible to CADs and is different than PulsePoint® Responder.

PulsePoint AED Registry



Pulsepoint.org/pulsepoint-aed



EXAMPLE FOR INTEGRATION WITH T-AED PROTOCOLS

Reported/Possible Cardiac Arrest: Whenever the telecommunicator provides instruction for CPR, they should proceed to "Step 6 - Locate and Use an AED"

1. Determine if there is an AED nearby the caller (this should be automatic via the Pre-Emergency AED Registration)
2. If an AED is located nearby, ask the caller if there is someone who can retrieve the AED. Bystander initiated CPR should not be interrupted for AED retrieval.
3. Provide the caller with instructions to retrieve the AED - if this is a secure access AED they will need the keycode to access the unit. You would need to make a protocol decision here (there is not enough data to suggest a best practice). Here are some options:
 - o The AED retriever takes the phone with them to remain on the line during retrieval.
 - o The AED retriever calls 911 from a second line to connect with a telecommunicator during retrieval (or the telecommunicator calls the retriever).
 - o The AED retriever is given the access code and AED location and is trusted to remember the access code and return with the device once retrieved.
4. Once the AED arrives back on scene, the CPR rescuer should continue to provide hands-only CPR while the AED Retriever powers on the AED and applies the pads. They should follow the AED's verbal commands to stand clear while the AED determines whether a shock is needed and provides treatment. Rescuers should switch roles during this analysis so that high-quality compressions are provided when they are prompted to resume CPR.
5. Relay to responding EMS units that an AED has been retrieved and is being used. If the Telecommunicator is able to determine whether the AED delivers a shock or advises "no shock / resume CPR" this should also be relayed to responders.
6. Notify the responsible party of the AED use so it can be placed back in service after the emergency.

This document is intended to serve as a recommendation for establishing your T-AED Protocol. We understand every PSAP operates uniquely, so please check your local and state laws, regulations and seek local input/ guidance as needed prior to implementing a protocol.

