



<b>Title</b> Protocol 34: Automatic Crash Notification	<b>Date</b> 08/08/2019
<b>CDE Number</b> M-1908002	<b>CDE Credit Hours</b> 1.0 HRS

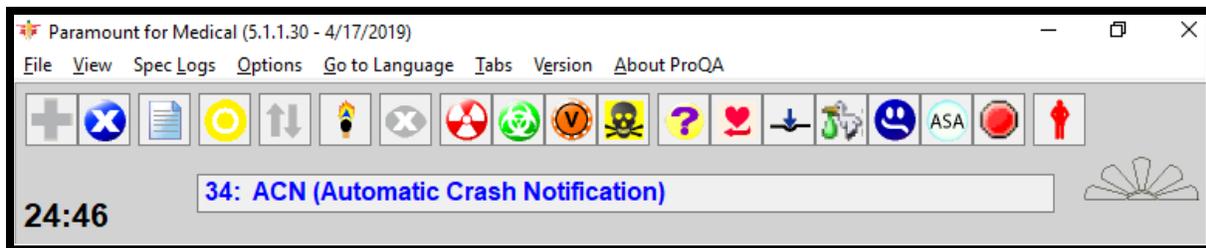
Recently there have been calls where vehicles are calling 911 directly to report an accident. Pretty neat technology. In realizing this, there was a realization that some vehicles are equipped with 911 Assist (Ford) or services such as OnStar and the IAED has a protocol to address these.

Ford's 911 Assist service attaches to the paired cell phone in the car. If that vehicle is involved in an accident that deploys the airbags or activates the emergency fuel pump shut-off, 911 Assist will connect to the phone and immediately place a 911 call. It will communicate the details of the accident, including the location. After relaying the location information, it will connect the occupant(s) directly to the 911 call taker to talk.

OnStar and services like it operate a little differently. When the automatic crash response is activated, it connects the occupant(s) in the vehicle with OnStar's call centers. OnStar is an Accredited Center of Excellence and uses IAED's EMD protocols to process the call. They will then notify the proper 911 center of the location and relay the patient information they have obtained.

***-Protocol 34: ACN (Automatic Crash Notification) is only available in ProQA (not card sets) -***

When selecting Protocol 34, it can be from the chief complaint selection bar at the top of ProQA or by typing the protocol number 34 into the Chief Complaint Code box.





If the Chief Complaint Selection bar is used, it will bring up a list of sub chief complaints:

A screenshot of a software interface showing a "Chief Complaint Code?" field with the value "34". A dropdown menu is open, listing three options: "ACN (Automatic Crash Notification)", "Airbag", "Button push", and "Other automatic sensor". The first option is highlighted in blue.

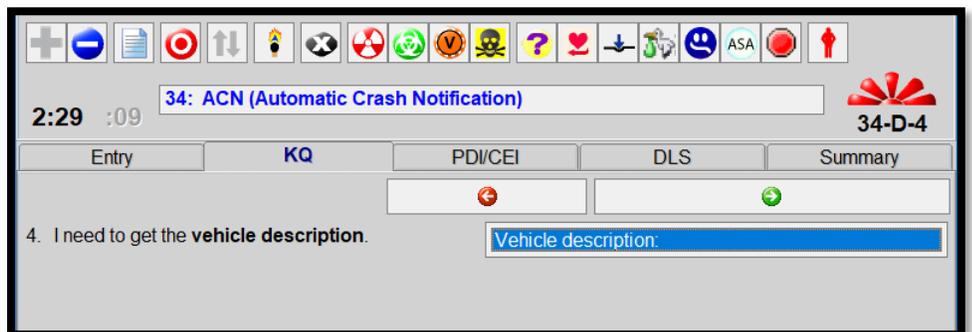
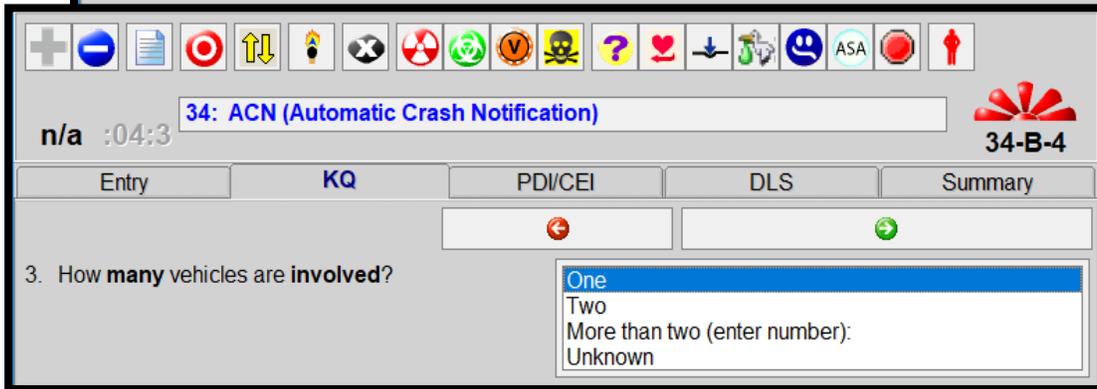
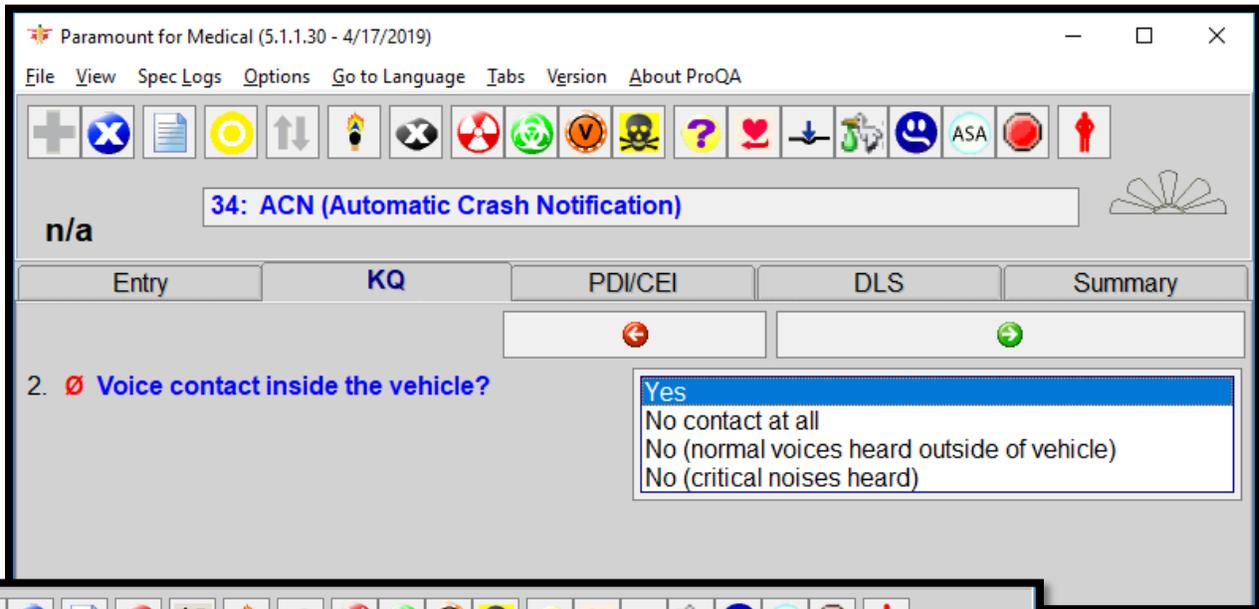
Choose the one most appropriate with the information given during tell me exactly what happened. If no sub chief complaint is selected, the first key question will be a self-answer blue is for you question. Select the one that is most appropriate for the situation:

A screenshot of the "Paramount for Medical" software interface. The window title is "Paramount for Medical (5.1.1.30 - 4/17/2019)". The menu bar includes "File", "View", "Spec Logs", "Options", "Go to Language", "Tabs", "Version", and "About ProQA". A toolbar contains various icons for medical and emergency services. The main display area shows a timer "53:51" and a header "34: ACN (Automatic Crash Notification)". Below this is a navigation bar with tabs for "Entry", "KQ", "PDI/CEI", "DLS", and "Summary". The "KQ" tab is active, showing a question: "1. Button push, airbag deploy, or other automatic sensor notification?". A dropdown menu is open, listing "Airbag", "Button push", "Other automatic sensor", and "No". The "Airbag" option is highlighted in blue.

Normally if this is coming through an agency such as OnStar, they will give information on if they have had voice contact inside the vehicle. Be sure to look through all choices and select the one most appropriate. If the caller is saying there is no voice contact, but they can hear moaning or someone crying for help, these are considered critical noises heard.



The next few protocol questions are there to get further information for what responders are looking for:





The vehicle description box pops up for call takers to freely type the information given to them:

A screenshot of a software dialog box titled "Comment". It has a red close button in the top right corner. The dialog is divided into two main sections. The first section is labeled "Vehicle description:" and contains a large, empty text input field. The second section is labeled "History:" and contains a list with one item: "Skipped by user". At the bottom of the dialog, there are two buttons: a green checkmark icon followed by "OK" and a red "X" icon followed by "Cancel".

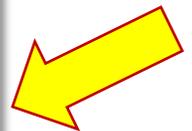
If this came in through an agency similar to OnStar, protocol will ask for the incident number. Obtaining this helps should the call taker need to call back to get further information or if updates are needed. It will help to get the information quicker.

A screenshot of a dispatch software interface. At the top, there is a toolbar with various icons for different services and actions. Below the toolbar, there is a search bar containing the text "34: ACN (Automatic Crash Notification)". To the left of the search bar is a timer showing "3:44 :09". To the right is a red fan-shaped icon and the text "34-D-4". Below the search bar, there are several tabs: "Entry", "KQ", "PDI/CEI", "DLS", and "Summary". The "KQ" tab is currently selected. Below the tabs, there are two buttons with red and green circular icons. At the bottom, there is a question: "5. What's the incident number?" followed by a text input field containing the text "Incident number:".

A screenshot of a dispatch software interface. At the top, there is a toolbar with various icons including a plus sign, a minus sign, a document, a target, a double arrow, a lightbulb, a cross, a radiation symbol, a biohazard symbol, a skull and crossbones, a question mark, a heart, a downward arrow, a hand, a smiley face, "ASA", a red circle, and a person icon. Below the toolbar, the time "4:23 :09" is displayed on the left, and "34: ACN (Automatic Crash Notification)" is in a search bar. To the right of the search bar is a red flower icon and the text "34-D-4". Below this is a navigation bar with buttons for "Entry", "KQ", "PDI/CEI", "DLS", and "Summary". Underneath the navigation bar are two buttons with red and green arrows. The main area contains a question: "6. What's your name or identification number?" followed by a text input field labeled "Name or ID:".

Protocol 34 should only be used for traffic related issues. This is addressed in the additional information (Rule 4). OnStar's call center handles more than just traffic accidents, their service can be activated by the push of a button for medical emergencies and other services they offer. OnStar will still process these types of calls through protocols and provide patient care instructions while relaying information to the 911 center. These calls should be processed through the protocol that best addresses the patient's primary medical complaint. Normally OnStar will already have a final coding to give you. Agencies within our system can take the final coding and basic information from these types of companies and not process them through ProQA.

- Rules**
1. Conduct a teleconference in case of **uncontrolled hemorrhage, unconscious patients, and/or NOT BREATHING/INEFFECTIVE BREATHING**.
  2. The **head-tilt is the only recognized method of airway control** in the PAI dispatch environment. When presented with a **TRAUMA** patient described as **not alert** with **INEFFECTIVE BREATHING**, the EMD should **protect life over limb** and open the airway.
  3. If a **spinal injury is suspected in a breathing patient** and **PAIs are not necessary**, PDIs may be enhanced by encouraging the patient **not to move** and by advising the rescuer to use her/his hands to **stabilize the patient's head and neck** in the position found.
  4. If the Chief Complaint is **not traffic related**, choose the protocol that best addresses the Chief Complaint.
  5. A traffic incident in which injury to a **NOT DANGEROUS** Body Area is **reported but not verified by a 1st party, single occupant** should be classified as Injuries (34-B-1) because of the mechanism of injury.
  6. Use Protocol 34 for **ACN/AACN calls**.





Once key questions are completed, there are PDIs:

The screenshot shows the "Paramount for Medical" software interface. The window title is "Paramount for Medical (5.1.1.30 - 4/17/2019)". The menu bar includes "File", "View", "Spec Logs", "Options", "Go to Language", "Tabs", "Version", and "About ProQA". A toolbar contains various icons for navigation and actions. The main display area shows a time of "20:53 :09" and a call ID of "34: ACN (Automatic Crash Notification)". Below this, there are tabs for "Entry", "KQ", "PDI/CEI", "DLS", and "Summary". The "PDI/CEI" tab is active, showing "Post-Dispatch Instructions" and "Additional Information". The instructions are organized into sections: "(Direct to occupants)" with items a, b, and c; "(Relay via TSP)" with items d, e, and f; "(TSP only)" with item g; and "Critical EMD Information" with a note about teleconferencing for uncontrolled hemorrhage, unconscious patients, or not breathing. To the right, the "DLS Links" section contains an "X-Card" button and four other buttons: "Danger - Leave Now", "Danger - HAZMAT", "INEFF BR &amp; Unconscious", and "Control Bleeding (external)". A vertical list of letters a through g is positioned between the instructions and the DLS Links.



- Direct to occupants is used if the call-taker is in direct contact with the occupant(s) in the vehicle.
- Relay via TSP is used if the agency calling in does not use IAED protocols and they are in contact with the occupant(s) of the vehicle.
- TSP only is used if the agency calling has no voice contact with anyone in the car and can't hear anything

(TSP=Telematic Service Provider)

Be sure to follow the correct DLS link and give any applicable PDIs to the caller.



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I verify that I read and am familiar with the contents of this document.

Please return this to your agency's training coordinator for CDE credit. If you have any questions please contact us at [911training@elpasoteller911.org](mailto:911training@elpasoteller911.org)

X \_\_\_\_\_

**Signature**

\_\_\_\_\_

**DATE**

X \_\_\_\_\_

**Printed Name**

X \_\_\_\_\_

**Agency**