



<b>Title</b> Clarifying Information -KEY-	<b>Date</b> 09/14/2020
<b>CDE Number</b> G-2009005	<b>CDE Credit Hours</b> .5 HRS

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**



**Instructions:**

Read the questions and the caller statement. Determine if the answer needs to be clarified. If yes, mark in the yes box. If no, mark in the "no" box. When complete, add up the number of marks in each category.

	Yes	No
<p>Q: Is she awake? A: She's talking to me.</p> <p>This answers the question we do not need to clarify.</p>		X
<p>Q: When did this start? A: A little bit ago.</p> <p>We want to clarify to find out exactly when the situation happened. This will help to determine a good time frame. For stroke patients, we want to know the time frame so that we can determine if it was over 12 hours or under 12 hours. This could change our final coding.</p> <p>A good way to clarify could be, "I understand you said a little bit ago, but exactly when did this start?"</p>	X	
<p>Q: Okay, tell me exactly what happened? A: She's having a panic attack.</p> <p>"Panic attack" is considered a diagnosis. We want to find out what type of symptoms the patient is having so we know what pathway to take. We want more specific information about what the patient is experience. This will also help to determine what instructions to give. A good example is if they are having chest pain and meet the criteria, we want to administer aspirin. We never want to accept a diagnosis that isn't approved through protocol (diabetes, stroke). We always want to clarify what is occurring in these situations.</p> <p>A good way to clarify could be, "I know you said she's having a panic attack, but tell me exactly what happened?" or "I understand she is having a panic attack, what type of symptoms is she having?"</p>	X	



<p>Q: Is she completely alert? A: She seems to be.</p>	X	
<p>Best practice in this situation is to use the clarifier, "Is she responding appropriately?" This will give us a better idea on the patient's alert status. This can change if we decide to stay on the line as well as what DLS Link we may take. Remember to get a clear picture of what is occurring with the patient.</p>		
<p>Q: Is he breathing? A: Maybe.</p>	X	
<p>This answer is considered to be ambiguous. Maybe could mean they are breathing, or it could mean they aren't. We are required to clarify in these situations.</p> <p>A good way to clarify could be, "This is very important, is he breathing?"</p>		
<p>Q: Okay, tell me exactly what happened? A: Her chest hurts, and she is breathing hard.</p>		X
<p>Pretty straight forward. We have a pathway to select and can move forward in protocol.</p>		
<p>Q: Where is she bleeding from? A: Her hand.</p>		X
<p>No clarification is needed since hand is listed under NOT DANGEROUS and does not have an (*) asterisk by it.</p>		
<p>Q: What part of her body was injured? A: Her leg.</p>	X	
<p>For this type of complaint, we want to clarify if it is upper or lower leg. This could change the final coding depending on if it is the upper leg with deformity or lower leg.</p> <p>A good way to clarify could be, "What part of her leg is injured?"</p>		



Q: Is he awake? A: He's sleeping.	X	
We want to clarify to find out if the patient is awake. What we are looking for is if they are sleeping or passed out.  We can use the clarifier of, "Is he conscious?"		
Q: When did this happen? A: Earlier this morning.	X	
Depending on the time of day we want to clarify exactly when it occurred. This could change the answer we select in a few protocols.		
Total:	7	3

Scoring for the "Yes" Category	
1-4 Points:	Remember our standards. Anytime we are getting an ambiguous answer we want to clarify to make sure we understand what is occurring with the patient.
5-7 Points:	Way to recognize when to clarify information with callers. We always want to have a clear picture to ensure we are giving proper patient care as well as updating our responders.