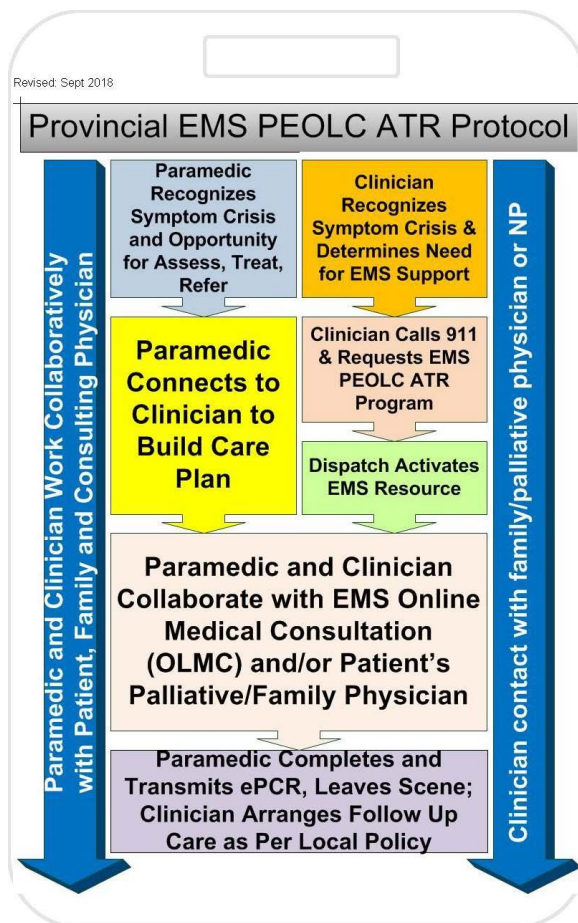


## EMS Palliative and End of Life Care Assess, Treat and Refer Program Sample Clinician Lanyard Card

The clinician lanyard card is quick reference for community clinicians. It contains both an overview of the main steps in the EMS Palliative and End of Life Care Assess, Treat and Refer program and the clinician dispatch script, which is used by healthcare professionals when calling 911 to activate the program.



### Clinician Dispatch Script

Call 911. The dispatcher will ask 5 initial questions (address? phone number? age? conscious? breathing?) followed by **“tell me what happened”**

Clinician responds using phrase: **“I require EMS assistance for a palliative or end of life care patient”**

The dispatcher will ask **“is this call the result of an evaluation by a nurse or doctor?”**

Clinician responds using phrase: **“I am a registered health care clinician/provider”**

The dispatcher will ask 5 additional questions (alert? breathing normally? bleeding/shock? severe pain? any special equipment needed?) followed by **“will any additional personnel be necessary?”**

Clinician responds using phrase: **“I would like the EMS Palliative and End of Life Care Assess, Treat and Refer program”**

[myhealth.alberta.ca/palliative-care](http://myhealth.alberta.ca/palliative-care)

Palliative and End-of-Life Care

To order lanyard cards, please refer to the “Supplies from DATA Group” order form.