



Medical Emergency Process



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What is Considered a Serious Medical Emergency?

Serious medical emergencies include, but are not limited to:

- Cardiac arrest
- Being unresponsive
- Major injury requiring more than first aid
- Choking
- Seizure lasting longer than policy
- Hypoglycemia or Hyperglycemia
- Vital signs outside of normal range

Who to Call During an Emergency?

For a medical emergency, **911** must be called **first**.

If staff are administering first aid or CPR, the second staff should contact 911.

If the employee is alone, 911 should be contacted prior to administering aid.



Next Steps

Once emergency services have been contacted and the resident has received care, staff must notify **Medical** and the **Home Manager/On-Call**.

Staff must complete an **Incident Report** prior to the end of the shift.

Resident Refusal for Emergency Services



A resident may refuse emergency services. However, staff must still contact EMS and let the resident refuse to EMS staff.

If the resident has a guardian, the guardian must be notified of the refusal and contacted for directions.

In the event of a refusal, make sure the resident signs a Treatment Refusal Form provided by the EMTs.



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