

A photograph showing a man in a high-visibility vest and a woman in a wheelchair. The man is standing behind the woman, who is smiling. They are positioned next to a blue and white bus, with the wheelchair being loaded onto the bus's ramp. The scene is outdoors, and the overall tone is positive and helpful.

RESPONDING TO EMERGENCY CARE NEEDS DURING TRANSPORT

NEMT Providers



- Help vulnerable populations
- Provide excellent service
- Offer assistance
- Drive in a safe and reliable manner
- Call for help when needed

Riders May Need Emergency Care

Emergency Care Needs may be triggered by:

- Injuries
- Sickness
- Seizures
- Heart incidents
- Losing consciousness



How to Handle Emergency Needs

1. Remain Calm

- Remember you have first aid and CPR training
- Help is available

2. Assess the Situation

- Do you need to provide immediate care?
- What kind of help is needed?

3. Protect People – Then Property

- Think of the riders first.
- Turn on your hazards to avoid injury

4. Obtain Help

- Call 911
- Call your dispatch or Transdev

5. Reassure and Assist

- Riders take their cues from you
- Talk to the rider, cover them with a blanket and let them know help is on the way
- Follow directions and cooperate with authorities

6. Gather Information

- Give complete and accurate information to paramedics and your dispatch
- Complete an incident form