

Allergic Reactions

The severity of allergic reactions varies from person to person and can range from a minor irritation to a potentially life-threatening emergency. The purpose of this class is to familiarize telecommunicators with calls reporting emergencies caused by allergic reactions or stings by explaining types of allergies and stings, details that might be reported about the incident, pertinent information to gather and vital questions to ask.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Gather essential information from the caller to gauge the seriousness of an allergic reaction.
2. Identify types of allergic reactions and understand their severity.
3. Assist callers by providing instructions for the proper administration of an EpiPen.
4. Explain treatment for several non-threatening allergic reactions.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 1.0 CEU.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)