Childbirth Calls

Situations arise when an expectant mother is in labor but unable to get to the hospital in time for the baby to be delivered. In these circumstances, 911 telecommunicators may need to guide the patient and caller through the birth process until first responders arrive at the scene.

The purpose of this course is to familiarize telecommunicators with the terms and stages associated with childbirth. It provides key questions to ask and instructions for guiding the caller through the delivery. It also identifies ways to detect signs of complications, and how to advise the caller if complications arise.

Goals

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

1. Discuss the role of the telecommunicator during a childbirth call to 911.

2. Identify the signs and stages of labor.

3. Describe the different delivery presentations of the infant during childbirth.

4. Explain the delivery process and the necessary instructions to provide the caller.

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)