

# FAQ



## **How does 911 Nurse Navigation work?**

Someone calling 911 for a non-life-threatening situation will be connected to a nurse, who will guide them through options for the most appropriate care.

## **What determines if a call is transferred to a nurse?**

The 911 dispatcher reviews the symptoms using medical protocols to assess the callers' needs and determine if they can be transferred to the Nurse Navigation line.

## **Will the Fire Department still respond if someone calls 911?**

If someone calls 911 with a serious or life-threatening emergency, the dispatcher will send first responders to assist them.

## **What are the Nurse Navigators' qualifications?**

Nurse Navigators are nurses trained to use physician protocols to determine the best course of care according to the callers' needs.

## **If someone talks to the nurse and still wants to be transported to the hospital, what happens then?**

Every caller has the right to have an ambulance respond to their call. If an ambulance is requested, one will be sent.



**More Information: [RivCoReady.org/911-nurse](https://RivCoReady.org/911-nurse)**