Total Response Protocols and Procedures

Welcome to the Total Response Protocols and Procedure training course where you will learn to navigate and use several of the most frequently invoked protocols and procedures within the Total Response Call Handler software. After watching all the instructional videos, you will take a final quiz to confirm your understanding of the material. The content in this course builds upon the essential PowerPhone call handling skills you learned in the Call Handler course.

Goals

Upon completion of this course, you will know when to use following protocols and procedures and be able to use them in an appropriate and effective manner.

Protocols

1. Assault
2. Bleeding-Laceration
3. Chest pain
4. Domestic Disturbance
5. Mental Health
6. Stroke-CVA
7. Structure Fire

Procedures

1. Choking
2. Infectious Diseases
3. Naloxone
4. Submerged Vehicle

Overview

- Module 1   Introduction
- Module 2   Total Response Protocols
- Module 3   Total Response Procedures
- Final Quiz

Audience / Skill Level

This course is appropriate for Total Response and Total Response Stand Alone (SA) users and is intended for all telecommunicators certified in fire service, emergency medical or law enforcement dispatch. No outside resources are necessary as all content is contained within the course.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on 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 4.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)
- Adobe Reader (some courses may contain a PDF document)