

## Staffing:

The Dubuque Fire Department currently has 89 staff members:

- 8 First Responders
- 16 EMT-Basics
- 3 EMT-Intermediates
- 62 EMT-Paramedic or Paramedic Specialists

## Primary Response Vehicles and Station Location:

### Medic 551

Fire Headquarters, 11 West 9<sup>th</sup> Street

### Medic 552

Fire Station #4, 1697 University

### Medic 553

Fire Headquarters (Staffed by Ladder 511)

### Engine 501

Fire Headquarters

### Engine 502

Station #2, 2180 John F. Kennedy Road

### Engine 503

Station #3, 3155 Central Avenue

### Engine 505

Station #5, 689 South Grandview Avenue

### Engine 506

Station #6, 1500 Rhomberg Avenue

### Ladder 511

Fire Headquarters

### Ladder 512

Fire Station #4

### Command 528

Fire Headquarters

## Call Volume:

In 2007, the Dubuque Fire Department transported 2,523 patients. We also saw 450 patients that were treated at the scene and not transported.

## Average Response Time:

Code 1 medical response average 1<sup>st</sup> arrival: 3:27  
All medical responses average 1<sup>st</sup> arrival: 4:07

## Billing Service Information:

Lifequest Services  
N2930 State Road 22  
Wautoma, WI 54982-5267  
1-888-777-4911  
1-920-787-4033 (FAX)  
www.lifequest-services.com

## Dubuque EMS Contact Information:

Wayne Dow, EMS Supervisor  
Dubuque Fire Department  
11 W. 9<sup>th</sup> Street  
Dubuque, IA 52001  
563-589-4194 or 563-589-4160



## Ambulance Response:

Emergency/TDD: 911

Non-Emergency: 563-582-4980



## Dubuque Fire Department

# Emergency Medical Services



## Our Mission:

“To Protect, Assist, and Educate Our Community and Visitors with Pride, Skill, and Compassion.”



## Frequently Asked Questions:

### What services does the City of Dubuque EMS provide?

The Dubuque Fire Department's Emergency Medical Services (EMS) provides emergency and non-emergency transports and transfers to local hospitals. We also provide on-scene medical assistance. Additionally, our staff has professional training in firefighting, hazardous materials response, high-angle rescue, extrication, and water and ice rescue. EMS staff also provide standby medical assistance at sporting events, celebrations, and festivals.



### What happens when I call 911?

When a person calls 911, they are connected to a dispatcher in the 911 Emergency Communications Center located at the Dubuque Law Enforcement Center. The dispatcher asks for information regarding the type of emergency, address, phone number, and more specific patient information. The 911 operator uses a series of Emergency Medical Dispatch Cards to categorize the call based on the potential life threat to the patient. Coding of the call prompts the dispatcher on how the fire department units will respond to the call in respect to the use of lights and siren. A "Code 1" emergency call implies that a serious life threatening emergency exists and has all vehicles responding with lights and siren. "Code 2" emergency call implies a moderate life threat may exist but that the nearest available unit respond with lights and siren and can quickly intervene to aid the patient and that any other unit would respond promptly with the normal flow of traffic. "Code 3" implies that there is no life threatening injuries or illness and has all units responding without lights or siren.

### Why is it important to categorize emergency calls?

When an emergency response unit is en route to a call with lights and siren, there is an increased risk to property and life. Categorizing a call may prevent a emergency response vehicle from an increased risk of a crash when using lights and sirens if the patient's condition does not warrant a fast response, i.e. a patient that has been experiencing flu-like symptoms would necessitate a no lights, no sirens response versus a patient that is having shortness of breath which would require a lights and siren response.

Emergency response drivers are required to respond in a safe fashion but they can not control all of the circumstances around them regarding how other drivers react, road conditions, etc. One of the greatest causes of injury and death to emergency responders occurs during responses to emergency calls. The public can help by slowing down and pulling over to the right when encountering an emergency vehicle.

### Why do so many vehicles come to my house?

Our goal is to reduce sudden death, disability, suffering, and costs from medical emergencies and injuries by providing efficient and prompt advanced life support ambulance service. "Code 1" calls have the nearest fire station respond with an ambulance and command staff vehicle. "Code 2" calls have the nearest fire station respond and an ambulance. "Code 3" calls have the nearest fire station respond and an ambulance. By having these vehicles respond in this manner, we can provide quick, efficient care to our citizens. The members that respond will act as a team to provide expedient delivery of medical care to the patient and are there for the well being of the family members and to answer any questions.

### What is ICE?

ICE stands for "In Case of Emergency." The use of this acronym is encouraged by the wireless cell providers and emergency services. In the event that a patient is injured or has a medical emergency, entering ICE in the contact list of your

cell phone provides a name, relation, and phone number of a person that you would like to have contacted.

### Why are my medication pill bottles gathered and taken to the hospital?

Many patients do not provide a current list of their medication. Gathering the pill bottles provides guidance to the hospital on what kind of medical problems that the patient may have, and ensures that the patient is not given a medication that may react to current prescriptions. It is also important for the bottles to accompany the patient so that the emergency room staff has them at their immediate availability.

### Why don't the paramedics just pick up the patient and rush them to the hospital?

The Dubuque Fire Department is trained and follows protocols established by our medical director which are in concurrence with recognized procedures and guidelines of the American Heart Association and the State of Iowa EMS Bureau. Patients are provided with the needed life-saving medicines and skills which will help stabilize them before they are moved. It is necessary to do as much as possible on the scene because it is very difficult to accomplish in a moving ambulance.



### Will the Dubuque Fire Department paramedics honor my request if I do not want to be resuscitated?

Every human being has the right to express their issues in the event of a respiratory or cardiac arrest. If the Dubuque Fire Department responds to a patient that requires advanced medical treatment, they need to have a document titled "Do Not Resuscitate" available from your physician, which provides directives on how much or how little care or treatment that you receive in the event of a medical emergency.