

Visiting Your EMS Provider

In support of emergency medical treatment for individuals affected by adrenal insufficiency, we encourage all affected individuals and their families to visit their local EMS Provider. Before going, check the CARES website (<https://caresfoundation.org/advocacy-ems-campaign/>) to see if your state/region protocols in place addressing adrenal insufficiency.

WHO: All individuals and families affected by adrenal insufficiency.

WHAT: Visit your local EMS Provider and/or one near you/your child's school, job, etc.

- Introduce yourself and tell them your address
- Share with emergency personnel information about your condition, the life-threatening nature of adrenal insufficiency, and your emergency medical needs
- Show them your Medical I.D., emergency care instructions from your doctor, medications, etc. (You can use the [CARES Emergency Instruction Brochure](#) (Signed by your doctor or endocrinologist) or your endocrinologist's letter from your shot kit)
- Ask if they can flag your address so that when 911 is called the computer will show that there is someone at that address affected by adrenal insufficiency
- Ask if your state has an identification program for those with special medical needs (e.g., Premise Alert Notification, SMART 911, SNAP, STARS, Yellow Dot)
- Encourage them to support the inclusion of protocols to allow them to help you in case of emergency, and to let their supervisor(s) know about your visit (if there are no protocols in place for your area)

WHEN: At your convenience

WHERE: Your local EMS provider and those near you/your child's school, place of work, etc.

WHY: We have made an appeal for the inclusion of Adrenal Insufficiency treatment in state-wide EMS protocols. Through visits to local EMS providers, we hope to encourage the word of our community's needs to travel up the chain of command to EMS representatives who are considering this appeal.

For those regions that have protocols passed, we are reminding EMS personnel of proper treatment during an adrenal crisis.

TIPS:

- To determine which EMS provider serves you, as well as to arrange for a visit, use non-emergency phone number (NOT 9-1-1!).
- **Bring a copy** of [CARES Foundation's Emergency Instructions Brochure](#), to help explain emergency medical needs of individuals with adrenal insufficiency, and this document, [MEDICATION SAFETY ALERT: EMS PROTOCOLS FOR ADRENAL CRISIS](#), for EMS providers with accompanying letter from CARES Executive Director, Dina Matos, and Medical Director, Dr. Karen Su.
- **HAVE YOUR ENDOCRINOLOGIST WRITE** an 'emergency instructions letter' for you or the CAH Patient. Bring this sheet along as well.
- Direct EMS personnel to the [EMS Training Resource List](#) on our website.

If you have any questions or want to let us know how your visit went and what you learned, please contact Odaly Roche at odaly@caresfoundation.org. Visit our [Be Prepared for An Emergency](#) page for more important information!