



AMR HINDS-JACKSON 911 NURSE NAVIGATION PROGRAM

How does AMR Hinds-Jackson 911 Nurse Navigation Program work?

When you call 911, you may not need an ambulance trip to your local hospital emergency department. AMR Hinds-Jackson 911 Nurse Navigation Program gives your local 911 dispatchers the option to connect you with a 911 Nurse Navigator using physician-approved protocols to connect you to other options for care.

Here's how it works. The 911 dispatcher may transfer you to 911 Nurse Navigation depending on your circumstances. If the 911 dispatcher transfers you to Nurse Navigation, you speak with a 911 Nurse Navigator about your specific needs. Using physician-approved protocols, the 911 Nurse Navigator quickly navigates you to alternative care options for your specific needs.

In order to meet your needs, a 911 Nurse Navigator may recommend you to a local urgent care, self-care at home, return to 911 dispatch to send an ambulance, local clinics, or other options using the physician-approved protocols. The AMR Hinds-Jackson 911 Nurse Navigation Program may also assist with transportation to one of these care settings.

Will EMS providers still respond and transport me to a hospital if I call 911?

If you call 911 and need an ambulance, the 911 dispatch will send an ambulance.

What factors determine whether my call is transferred to the AMR Hinds-Jackson 911 Nurse Navigation Program?

The 911 dispatcher reviews your concerns using Hinds County's approved dispatch criteria. Hinds County's criteria determine if you can be transferred to the AMR Hinds-Jackson 911 Nurse Navigation line. The 911 dispatcher can then transfer to the AMR Hinds-Jackson 911 Nurse Navigation line.



How does AMR Hinds-Jackson 911 Nurse Navigation determine which medical clinic I will be referred to?

Using physician-approved protocols, the 911 Nurse Navigator will guide you to an option for care available based on:

- Where you regularly receive care
- Your current location and time of day
- Local healthcare providers' availability
- Insurance requirements, if any

If I talk to the 911 Nurse Navigator and still want to be taken to the hospital by ambulance, what happens then?

You still have the option to have an ambulance respond to their 911 call. The AMR Hinds-Jackson 911 Nurse Navigation program suggests alternative options which may better match your specific needs possibly at a lower cost.

When should I call 911?

You should call 911 for a serious medical emergency that you believe is or has the potential to become a serious or life-threatening condition. Examples include:

- Trouble breathing
- Chest pain
- Heart attack
- Fainting
- A severe allergic reaction
- Severe injuries from a fall or accident
- Seizures
- Severe pain
- Other urgent matters

Learn more about this program at amr.net/HindsJackson911NurseNavigation