

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

The below worksheet is based off the DOH study guide dated 07/01/2017. This worksheet should be used as a guide to help learn the material within it in preparation for the state exam. This worksheet does not cover all elements of **Chapter 5**. When preparing for the state exam, the state study guide is the primary resource.

Chapter 5: Guidelines and operational standards of incident classification and prioritization

1. What are the three (3) important factors which help the dispatcher identify an incident as an emergency versus routine?

2. Explain the differences between the following police incident types:

Assault vs Battery
Robbery vs Burglary
Abduction vs Missing Person

3. Give two (2) examples of an incident requiring both police and ems?

4. What are some reasons to consider when deciding the response mode for fire units being dispatched to vehicle accidents?

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5. Define fire alarms.

6. Who provides medical care for non-invasive procedures?

7. Define a trauma incident.

8. The safety of the _____ takes priority over the protection of _____ .

9. List three (3) ways agencies may use to prioritize incidents.

10. Define an emergency for EMS/fire when dealing with incident prioritization.
