

# CA Orange 2024.05.31.

## Part 1 & Part 2 AUDIO

**9-1-1 Operator:** 911 emergency, do you need police, fire, or paramedics?

**Planned Parenthood Worker:** Paramedics.

**9-1-1 Operator:** In the city of Orange? In the city of Orange?

**Planned Parenthood Worker:** Yes.

**2nd 9-1-1 Operator:** Okay, please hold one second.

**9-1-1 Operator:** You're being transferred, I'd just give them the address first when they answer.

**Fire Department Operator:** Fire department, what's the address of the emergency?

**Planned Parenthood Worker:** Hello, my name is [REDACTED] I'm calling from Parent and Parenthood at 700 South Tustin. We need to transfer a patient emergently to the hospital for a complication, right now she's stable.

**Fire Department Operator:** Okay, and this is in, um, Orange?

**Planned Parenthood Worker:** Yes.

**Fire Department Operator:** Okay, may I get your phone number please?

**Planned Parenthood Worker:** Yes, it is 714 922 4100.

**Fire Department Operator:** Thank you. I do have help started. Just a few questions. It won't delay the paramedics. Is there a room number?

**Planned Parenthood Worker:** Uh, she's in room 3.

**Fire Department Operator:** 3? Okay. And are you with her now or other staff?

**Planned Parenthood Worker:** Other staff.

**Fire Department Operator:** Okay. Is there a nurse present, licensed or registered?

**Planned Parenthood Worker:** Uh, yes.

**Fire Department Operator:** Okay, great. And right now is the patient awake? And how old is she?

**Planned Parenthood Worker:** Um, she's in her 30s.

**Fire Department Operator:** Okay. And what exactly happened? What's wrong with her right now?

**Planned Parenthood Worker:** Um, I don't have the details. The provider is with her and the doctor will give reports when you guys get here.

**Fire Department Operator:** Okay.

**Fire Department Operator:** We need some more information so we know the response to send on our end. Could you, um, check with the doctor and find out the chief complaint?

**Fire Department Operator:** You know, the symptoms that she's having that she needs to be transported?

**Planned Parenthood Worker:** It's a pregnancy related procedure. That's all the information I have for you.

**Fire Department Operator:** Okay, I'll need some more information because our response will vary on what's going on. May I speak to the provider or someone that can give us more information?

**Planned Parenthood Worker:** One second.

[in background] **Planned Parenthood Worker:** ...to give her more information

[in background] **Planned Parenthood Manager:** Tell her she had a surgical abortion and please come transfer the patient to the hospital now

**Planned Parenthood Worker:** She had a surgical abortion and she needs to be transferred to the hospital now.

**Fire Department Operator:** Okay. And, um, does she have any bleeding right now? Do you know if it's excessive? If so, again, it's our response that will change depending on the answer.

**Planned Parenthood Worker:** Yeah, so we just need the paramedics to come now, and the doctor will give a report when they get here.

**Fire Department Operator:** The Paramedics are on their way, ma'am.

**Fire Department Operator:** I need this information for our paramedics that are responding. Um, I'm happy to get the information from you, or if I can speak to someone else that will answer the questions that I have.

**[in background] Planned Parenthood Worker:** They want to know how much – paramedics –

**[in background] Planned Parenthood Manager:** about one liter

**Planned Parenthood Worker:** over a liter right now.

**Fire Department Operator:** I'm sorry?

**Planned Parenthood Worker:** About over a liter.

**Fire Department Operator:** A liter? Okay, and how far along was she?

**Planned Parenthood Worker:** I don't have that information. The doctor will give more detailed reports when the paramedics get here.

**Fire Department Operator:** Okay, I do need more information, ma'am, because our response will vary on those answers. So can I speak to the doctor or someone else?

**[in background] Planned Parenthood Manager:** Are the paramedics, they're on the way?

**[in background] Planned Parenthood Worker:** "The paramedics are – "

**Fire Department Operator:** Just let them know that it helps us on our side send the appropriate response, because it's very vague information we're receiving, so –

**[in background] Planned Parenthood Worker:** She's just asking for more information.

**Fire Department Operator:** I just need to know about how far along she was so we know in what trimester.

**[in background] Planned Parenthood Manager:** Do we need to talk?

**[in background] Planned Parenthood Worker:** She wants to talk to someone else that will get them more detailed information.

**Fire Department Operator:** Or if they can just have somebody check to see about how far along she was.

**Planned Parenthood Worker:** Um, I have my manager here.

**Planned Parenthood Manager:** Can I help you?

**Fire Department Operator:** Hi, this is the Orange Fire Department. We just have to confirm about how far along she was so in our response we know what to send from the paramedics' end.

**Planned Parenthood Manager:** You just need to send the paramedics. They've come here many times before.

**Fire Department Operator:** They're on their way. First trimester? Second trimester?

**Planned Parenthood Manager:** First trimester. She's lost some blood. We would like to transfer her, please.

**Fire Department Operator:** I understand. Help is already on the way, but I explained to –

**Planned Parenthood Manager:** Thank you!

**Fire Department Operator:** the first person I need some more information. So we are on our way to –

**Planned Parenthood Manager:** This is not typical for you guys to ask so many questions. That's why we're kind of concerned.

**Fire Department Operator:** It's absolutely typical. This is our –

**Planned Parenthood Manager:** No, it's not. I've had, I've done this before.

**Fire Department Operator:** Allow me to do my job, okay? We're on our way. Just have her medication information available, and if anything changes –

**Planned Parenthood Manager:** We have everything ready.

**Fire Department Operator:** – just call me back,

**Planned Parenthood Manager:** we know what to do.

**Fire Department Operator:** Okay?

**Planned Parenthood Manager:** Okay, thank you.

**Fire Department Operator:** Thank you so much. Bye bye.

## **PP ACCIDENTALLY CALLS 9-1-1 again**

**2nd 9-1-1 Operator:** 9 1 1. Emergency. Do you need police fire or –

**Planned Parenthood Worker:** If she did, she said it really softly –

**2nd 9-1-1 Operator:** Hello? 9 1 1.

**2nd Planned Parenthood Manager:** All you have to say: "Are you refusing to send an ambulance?"

**2nd 9-1-1 Operator:** Hello? Can you hear me?

**Planned Parenthood Manager:** and she said, "Yes," and that's a documented –

**Planned Parenthood Manager:** I'm sorry, can you hear me? This is 9 1 1.

**2nd Planned Parenthood Manager:** You just need to send –

**2nd 9-1-1 Operator:** Hello. Hello.

**Planned Parenthood Worker:** Like, if we called and they hung up –

**2nd 9-1-1 Operator:** Hello?

[Hung up]