**AED Usage Call Center (UCC) Reporting**

* When a First Responder uses an AED, it is requested that they call the AED Usage Call Center after each event.
* The AED Usage Call Center (UCC) Toll Free number is **256-342-9920**
* The AED UCC operator will ask the First Responder the following questions:
	+ What is the name of the person and service calling.
	+ What County did the event occur.
	+ Date and time AED was used.
	+ Was it for an Adult patient or Pediatric Patient.
	+ Was the patient transported to a hospital.
	+ If transported, what ambulance service transported.
* After the AED UCC operator collects the information, they will send a text of the event with the above listed information to the Alabama Council of Emergency Medical Services, Inc. (ACEMS) President, the designated Regional EMS Director, and designated person for that First Responder Agency.
	+ The text message will include the caller id number of the person reporting the usage. If given, the AED UCC will include the phone number of the First Responder Agency.
* After the designated Region receives notification of the event, the Region will contact the First Responder to verify the information reported in the text from AED UCC and gather additional information. The Regional EMS Representative will:
	+ Call the First Responder and introduce/identify themselves.
	+ Tell the First Responder why they are calling and ask if this is a good time to ask a few questions about the AED Usage event.
	+ Verify the information from the text report received from AED UCC.
	+ Ask the following questions:
		- Did the unit work as it should?
		- Were there any problems?
		- Any unusual circumstances to deal with?
		- Did you have to wait a long time for the transport service? How long?
		- Do you know where the patient was transported to?
		- Do you know the outcome of the patient?
	+ Record the information as part of the quarterly AED Usage Report.
* The ACEMS and/or designated Region will urge the First Responder Agency to report AED Usage, and data points to be included in the AED Cardiac Initiative Sustainability Plan.

01.30.2024

DOC/DISK P: SC2024-AED Procedures – Usage Reporting