

Wednesday, September 7, 2022

To Whom it May Concern

I'd like to address an incident that happened that resulted in being told my 911 call did not meet the "criteria" for our local First Responders (Lucknow Dept) to be dispatched to assist us while waiting for an ambulance. In hopes this will never happen again to prevent another family from having to go through the agonizing wait for an ambulance while watching a loved one suffer.

Quick backstory: My mother had a brain tumor removed back on April 6th that resulted in a lot of complications and brain bleeds, that had her hospitalized for 3-1/2 months, and she has been left with a lot of deficits with speech and mobility, as well as the bone plate remains off, leaving the brain unprotected.

In the early hours of Saturday August 20th, I received a call from Lifeline that my mother may have had a fall. I rushed to her house to find she did indeed fall, and was laying in a pool of blood under her head, had a bruised cheek bone, and was in and out of consciousness.

I of course immediately called 911. First call was placed at 2.29am.

After what felt like forever, and knowing the usual quick response time of our local Fire Department, I called 911 again at 2.39am to ask why no one had shown up yet, to be told I did not meet the criteria for them to be dispatched. I again told them our situation, and what was happening, to them replying over and over, sorry you do not meet the criteria.

This of course is a huge concern, as assistance was needed, we did not know at the time if my mother had suffered any neck injuries, and she was trying to move around and was indicating pain.

The ambulance took close to 30 minutes to arrive, the paramedics were absolutely amazing. I did ask them if they knew why we would be told that we did not meet the criteria for our local First Responders to arrive, and they themselves were a little confused, and said to speak to the local Fire Chief.

My husband is a member of the local department, and did mention this to Chief Cleaves, to which he indicated it has happened before, and he would look into it.

I'm not indicating Chief Cleaves will not look into this, but I do want this taken a step further and discussed at both the Fire Board meeting and Council, cause god forbid this happens to another family that needs immediate medical attention, or even my family again.

End result was my mother did suffer from a stroke, and remains in the hospital over two weeks later, and will remain there for another 7 weeks minimum, and every second was vital in her diagnosis and recovery, so I question, how does this not meet the criteria, and who sets these "criteria's"? Please look into this, so no one else has to go through what we did, and receives necessary medical care while waiting for an ambulance in a Rural area.

Sincerely

Kelly Greig