

# The most common self-reported reasons for calling EMS: A cross-sectional survey of frequent callers in Ontario



This was a **cross-sectional**, mailed, self-administered **survey** of community residents in an urban municipality **who call 911 for Emergency Medical Services (EMS) frequently 5 or more times** in the past year

## Characteristics of Study Participants (n=67)



Age over 65: **48%**



Female: **51 %**



Not employed: **85 %**

## Top 5 Reasons for Calling EMS



**42%:** Unable to get up after fall



**37%:** Chronic medical condition exacerbation



**34%:** Unable to get to hospital



**34%:** Experiencing severe pain



**24%:** Experiencing anxiety attack

## Participant Perceptions about EMS



**72%:** Feel better after paramedics arrive



**67%:** Would use non-emergency services if I knew about them



**46%:** Have never tried to use non-emergency services



**43%:** Have tried using non-emergency services but they didn't meet my needs

## Key Points

- Frequent callers are a **medically complex group** with **low socioeconomic status**
- Frequent callers need to be guided to **non-emergency, alternative services/resources** that meet their **unique needs**

