



# EMS ConnectME

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## Common Phrases

The online learning for EMS ConnectME includes some common phrases to help Learners communicate in challenging or uncomfortable situations. This document is intended to be a reference for Learners and Mentors to review these phrases.

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### **If a Learner becomes aware of an imminent hazard:**

“Wait! There’s a safety risk!”

### **If a Learner is asking for help:**

“Something is bothering me, and I need your help.”

“I’ve been thinking a lot about something that happened recently. Can we talk more about it?”

“I’m feeling uncomfortable because of how someone is treating me, and I need your help.”

### **If a Learner is asked to do something that is not allowed:**

“I’m sorry. I’m an EMS Learner and I am not allowed to do that.”

### **If a Learner is asked to do something that is allowed, but that they have not yet been trained on:**

“I don’t know how to do that yet. Can you please show me?”

“I’m sorry. I’m an EMS Learner and I have not been trained to do that.”

“I don’t feel comfortable doing that.”



**If a Learner is asked to share information or stories from an EMS call:**

“I can’t talk about things that happen on an EMS call. It’s illegal.  
But I’d be happy to talk about the other things I’ve been doing as an EMS Learner.”

“I’m sorry. I can’t talk about what happens on an EMS call.”

“I’m sorry, I can’t talk about it. My patients need to know that they are safe being  
treated by me, and that I won’t spread rumors about them afterward.”

“Please stop pressuring me about this. I am not going to tell you anything.”

**If a patient talks to or touches the Learner in a way they do not like:**

“Please do not say things like that.”

“Please do not touch me.”

**If approached by a bystander asking for information about  
the events of an ongoing EMS call:**

“I’m sorry. I’m an EMS Learner learning about EMS and I think you  
should ask my Mentor your questions.”