

Appendix A: Transcript of Emergency Services Call (Whalen, et al., 1988, pp. 336–9)

(from Whalen, Jack, Zimmerman, Don H. and Whalen, Marilyn. (1988), 'When words fail: a single case analysis', Social Problems, 35, (4), 35–362, reproduced by permission of the Society for the Study of Social Problems)

1 D: Firedepartment
2 (0.8)
3 C: Yes, I'd like tuh have an ambulance at forty one
4 thirty nine Haverford please
5 (0.5)
6 D: What's thuh problem sir?
7 C: I: don't know, n'if I knew I wouldn't be ca:lling
8 you all
9 (0.5)
10 D: Are you thuh one th't needs th'ambulance?
11 C: No I am not. It's my mother.
12 (1.1)
13 D: Lemme letya speak with thuh nurse
14 (0.3)
15 C: Oh, bu:ll shit!
16 (1.7)
17 ((in background)) Nurse, line one (1.0) Nurse, line one
18 (1.2)
19 N: This is thuh fi:re department nurse, what iz thee
20 address?

21 (0.3)

22 C: Forty one thirty nine Have:ford

23 (1.4)

24 N: For[ty-](.) one thirtynine what's thuh street?

25 C: [Driv]e

26 (0.3)

27 C: Haverfo:rd Drive ((spoken with irritated tone))

28 (0.3)

29 N: H. a. v. e. (c.) o. r. [d.

30 C: [No, H. a. v. e:.
31 r. f. o. r. d. Drive ((exasperated tone))

32 (1.6)

33 N: Okayiz thisuhhouse or n' apartmen'?

34 C: It- it is a ho:me

35 (0.6)

36 N: What street crosses Haverford there onthuh corner?

37 (0.4)

38 C: Uh: it's Lincoln, you (cn'cut) off at Lincoln

39 (1.9)

40 N: And thuh pho:ne number?

41 (0.6)

42 C: Thuh phone number, three two nine, three two
43 two fi:ve.

44 (0.8)

45 N: And whatiz thuh problem there?

46 C: I don't know, if I knew I wouldn't be needin'
47 [y-
48 N: Sir, I- eh- would you answer my questions
49 please? whatiz thu[h problem?]
50 C: [She is hav]ing difficult in
51 breathing
52 (.)
53 N: How old is this person?
54 C: She is sixty years old.
55 (1.1)
56 N: Where is she now?
57 (0.3)
58 C: She is in thuh bedroom right now
59 (0.4)
60 N: May I speak with her, please?
61 C: No you ca:n't, she's (ch-) she's (.) seems
62 like she's incoherent.
63 (0.5)
64 N: Why is she incoherent?
65 C: How thuh hell do I:: kno::w
66 (.)
67 N: Sir don't curse me
68 (.)
69 C: Well I don't care, you- ya- ya-stupid ass
70 (anit-) questions you're asking

71 (3.0)

72 C: Gimme someone that knows what they're doin',
73 why don't you just send an ambulance out here?
74 (0.6)

75 N: Sir, we only come out on life threatening
76 eme:r[gencies, okay?]

77 C: [Well this is li]fe threatening
78 emergency=

79 N: =hold on sir, I'll let you speak with
80 my sup- uh officer
81 (10.8)

82 S: Hello:
83 (.)

84 C: .hh Ye:s, what do I hafta do to get an
85 ambulance out tuh this house?
86 (0.2)

87 S: You hafta answer thuh nurse's questions=
88 C: =Allright.
89 what are they before she dies, would you please
90 tell me what thuh hell you want?
91 (1.9)

92 S: Well I'll tell you=what. If you cuss one more
93 time I'm gonna hang up thuh phone

94 C: Well I'll tell you what, what if it was your
95 mother in there and can't breathe, what would

96 you do?

97 S: ((slightly louder)) You answer that nurse's

98 questions and we'll get you some help

99 C: Sh'having difficult in breathing. She cannot

100 talk, [she ()

101 S: [Awright, she's back on- she's back on

102 there n'don't you cuss her agi:n

103 (1.1)

104 C: Well you put 'er on then

105 S: (say) what?

106 (0.5)

107 C: Well then put-er on

108 (0.2)

109 S: She's on there.

110 (0.2)

111 N: Sir, this is fire department nurse again

112 (0.2)

113 C: Yes

114 N: Does thuh la:dy have history of any kind of lung

115 disease?

116 (0.3)

117 C: No. She has rheumatoid arthritis, a broken hip

118 and a broken e:lbow.

119 (0.5)

120 N: Okay, how did she get thuh broken hip en thuh

121 elbow, did she fa:ll?
122 C: Yes she did.
123 (0.2)
124 N: Whe:n?
125 (0.3)
126 C: Oh, back in August of: ah:- last year.
127 (0.3)
128 N: Okay sir, I need to talk to her still
129 C: You ca:n't she is incohe:rent
130 (0.2)
131 N: Let me talk to her sir
132 (0.3)
133 C: thhh:
134 (1.0)
135 C: ((to third party in background)) Would you
136 please tell her that she's incoherent, that she
137 cannot talk?
138 (1.1)
139 C: She can not talk at [all
140 N: [WHY:?
141 (0.7)
142 C: Well how am I s'posed tuh kno:::w?
143 (.)
144 N: Well then give'er thuh pho:ne
145 (1.0)

146 C: hhhh .hh
147 (0.3)
148 C: ((to his roommate in background)) Give'r thuh
149 phone in there (.) give'r thuh phone in there so
150 that she- (0.3) I know she can't talk, but they
151 want ta talk to her (.) but she can't talk
152 (1.7)
153 C: ((to nurse-dispatcher)) Uh forget it, I'll call
154 an am- uh hospital around here, all right?
155 N: 'kay, b'bye