

# 911 Operator Practice Test Questions and Answers

## 1. What is the first priority when answering a 911 emergency call?

- A) Obtaining the caller's personal information
- B) Determining the location of the emergency
- C) Asking about insurance information
- D) Transferring the call to a supervisor

## 2. When should a 911 operator keep a caller on the line?

- A) Only for medical emergencies
- B) Only for fire emergencies
- C) When providing life-saving instructions or when responders need ongoing information
- D) Never, calls should be processed quickly

## 3. What information is most critical to obtain during a cardiac arrest call?

- A) Patient's medical history
- B) Exact address and confirmation that the patient is unconscious and not breathing
- C) Caller's relationship to the patient
- D) Patient's age and weight

## 4. How should a 911 operator handle a non-emergency call?

- A) Hang up immediately
- B) Handle the call but prioritize emergency calls
- C) Politely redirect to the appropriate non-emergency number
- D) Take a detailed report regardless of urgency

Answers: 1-B 2-C 3-B 4-C

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