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Handlungsprotokolle zweier aufeinander folgender Notrufe.

Quelle: Whalen, Jack/Zimmerman, Don H./Whalen Marilyn R.: When Words Fail: A Single Case Analysis. In: Social Problems, Vol. 35, No. 4, 1988, pp. 335-362

The First Call

[1] [Dallas FD/B1]

((“D” refers to the fire department desk operator who first answers the phone, “C” to the caller, “N” to the nurse-dispatcher who takes over the call, and “S” to the nurse’s shift supervisor who briefly speaks with the caller about halfway through the conversation.))

01 D: Firedepartment
02 (0.8)
03 C: Yes, I'd like tuh have an ambulance at forty one
04 thirty nine Haverford please
05 (0.5)
06 D: What's thuh problem sir?
07 C: I don't know, n'if I knew I wouldn't be calling
08 you all
09 (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 fire department nurse, what iz thee

1. We are grateful to Tupper Hull of the *Dallas Times Herald* for making this and other Dallas Fire Department tapes available to us. The names, addresses, and telephone numbers of participants in this call are disguised, even where the individuals in question have been identified in the media. We do this to stress that our concern is with the social organization of interaction, not particular interactants.

20 address?
21 (0.3)
22 C: Forty one thirty nine Haverford
23 (1.4)
24 N: Forty (.) one thirtynine what's thuh street?
25 C: Drive
26 (0.3)
27 C: Haverford Drive ((spoken with irritated tone))
28 (0.3)
29 N: H. a. v. g. (c.) o. r. d.
30 C: No H. a. v. g.
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 home
35 (0.6)
36 N: What street crosses Haverford there onthuh corner?
37 (0.4)
38 C: Uh: it's Lincoln. you (c'n cut) off at Lincoln
39 (1.9)
40 N: And thuh phone number?
41 (0.6)
42 C: Thuh phone number. three two nine, three two
43 two five.
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 thuh 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 can'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:: know
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 emergencies, okay?
77 C: Well this is life 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 Yes, 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 agin
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 lady 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 elbow.
119 (0.5)
120 N: Okay, how did she get thuh broken hip en thuh
121 elbow, did she fall?

122 C: Yes she did. ,
 123 (0.2)
 124 N: When?
 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 can't she is incoherent
 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 know?
 143 (.)
 144 N: Well then give'er thuh phone
 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

The Second Call

[4] [Dallas FD/B2]

01 D: Dallas fire=department
02 (0.4)
03 R: Hello uh: I need an ambulance ()
04 someone that appears tuh (.) have almost
05 stopped breathing?
06 (.)
07 D: Okay would ya tell our nurse what thuh problem
08 is please, and she'll help ya out.
09 (0.6)
10 R: Okay.
11 (6.0)
12 N: >Hold on<
13 (0.6)
14 R: Hello?
15 (0.9)
16 D: ()=
17 N: =Firedepartment nurse, may I help
18 you?
19 (0.4)
20 R: Yes uh:: we have ah party here that (.) is: (.)
21 either breathing very shallowly or: (.) not at
22 all (0.2) and we'd =like to have an ambulance
23 transport'r: to a hospital.
24 (1.4)
25 N: What's thuh address?
26 (0.4)
27 R: Forty one thirty nine Haverford Drive
28 (.) H. a. v. e. r. f. o. r. d.
29 (1.1)
30 It's in (th Westview) area (0.3) off of Lincoln
31 Road.
32 (6.4)
33 N: What's thuh telephone number?
34 R: Three two nine, three two two five.
35 (4.7)
36 N: She's breathing shallow?
37 (0.5)

38 R: Uh: almost not at all.
 39 (13.4)
 40 N: I beg your pardon?
 41 (0.6)
 42 R: I didn't >say anything I< was talkin' t'my-
 43 roommate (.) it's his mother.
 44 (3.1)
 45 N: Are you thuh same young man I was talkin' to
 46 earlier?
 47 R: Uh: no, that was my roommate.
 48 (0.4)
 49 N: Uhhuh. (0.3) Why can't I talk to thuh lady?
 50 (0.2)
 51 R: She can not talk.
 52 (.)
 53 N: Why?
 54 (0.2)
 55 R: She is inco- I mean she's just >out of it. <
 56 (0.2)
 57 In fact he's going in there now, he thinks
 58 she's dead.
 59 (2.0)
 60 N: Whatdaya mean by out of it?
 61 (0.8) ((C can be heard in background: "She is
 62 dead")
 63 R: Incoherent.
 64 (.)
 65 C: ((in background but coming closer to receiver))
 66 She is dead now. Thank you ma'am. Would you
 67 please send an ambulance?
 68 (1.6)
 69 C: ((still in background, but close to receiver))
 70 Would you please send an ambulance here?
 71 (.)
 72 R: I mean if someone can't talk, they can't talk.
 73 (0.4)
 74 N: (I-)
 75 R: | We can't eh- we can't get her to respond
 76 to us.
 77 (1.0)
 78 Could you please send paramedics, ambulance-
 79 (0.7)
 80 N: They're enrow:t.
 81 (1.2)
 82 R: Thankyou.
 83 ((disconnect))