

**Klein Investigation
911 Call Transcript
Total call time 11 minutes 55 seconds**

911: Allegheny County 911, what's the address of your emergency?

Ferrante: Hello, hello, please please please please I'm at [REDACTED] Lytton Avenue. I think my wife is having a stroke.

911: Ok, what city, township, or borough –

Ferrante: Please, I'm in Oakland.

911: Ok, slowdown, what city, township, or borough are you in?

Ferrante: Please I'm in Oakland. We just moved here a year ago.

911: Ok, what city, township, or borough? What city are you in?

Ferrante: I'm in Pittsburgh.

911: Ok, is this a house or an apartment, sir?

Ferrante: It's it's a house.

911: What's your name?

Ferrante: It's a house.

911: Ok calm down.

Ferrante: My name is Bob Ferrante, please, please. (0:30)

911: Ok, just hang on the line Bob. They're coming. What's the phone number you're calling from?

Ferrante: I'm calling from my cell phone, um, [REDACTED]. Please please hurry –

911: Ok.

Ferrante: She's staring -

911: Ok Bob calm down. You think you, she might be, she might be having a stroke?

Ferrante: Yes, yes. She's been having these episodes for the past –

911: Ok listen, okay listen, are you with her now?

Ferrante: Yes, yes, right in front of her.

911: And how old is your wife?

Ferrante: My wife is 42 years old. (1:00)

911: Ok is she, is she awake?

Ferrante: She just got home from work –

911: Listen to me, is she awake?

Ferrante: Yes, yes.

911: Is she breathing?

Ferrante: Yes she's breathing.

911: What makes you think she's having a stroke?

Ferrante: She's just staring and can't answer.

911: Has she ever had a stroke before?

Ferrante: No she hasn't but she's had these episodes the past four –

911: Alright, is she completely, listen is she completely alert?

Ferrante: No she cannot, she's not responding to me.

911: Ok, Is she breathing normally?

Ferrante: Yes, she's breathing normally, but she's – (1:30)

911: Ok, you said she's just staring off. Is she not having any –

Ferrante: Just staring.

911: Speech problems or weakness or paralysis or anything like that?

Ferrante: No, no no no no and she has this sort of like apitoid, uh, hand. It's all stiff. I'm running to the front door to open it.

911: Ok. When did these, what time did these symptoms start? How long ago? (1:50 – 1:56)

Ferrante: Oh about ten minutes, maximum. (1:50 – 1:56)

911: About ten minutes ago?

Ferrante: Yes. (2:00)

911: Ok they're on their way to the property.

Ferrante: Thank you very much.

911: It's not delaying the call whatsoever. And you said she's never had a stroke before, correct?

Ferrante: Never had a stroke before but she's had these issues like TIA's we were –

911: Bob listen to me repeat the repeat the address for verification please?

Ferrante: Honey, sweetheart are you ok?

911: Bob.

Ferrante: [REDACTED] Lytton L-y-t-t-o-n Ave.

911: And the phone number?

Ferrante: In Oakland.

911: And the phone number?

Ferrante: My cell phone number is, uh, [REDACTED] (2:30)

911: Ok, listen I'm gonna ask you I'm gonna have her, I'm gonna have you ask her a couple of questions. So just hang on, they're already on the way as I'm talking to you. I want you to get close enough to ask her three questions. Ok, and tell me when you're ready.

Ferrante: Yes.

911: Ok, ask her ask her to smile.

Ferrante: Smile sweetie. No, she's just looking she's staring.

911: Was the smile equal on both – (3:00)

Ferrante: Now she's grunting [*grunting/moaning*] now she's grunting.

911: Ok, that's fine ok listen was the smile equal on both sides of her mouth?

Ferrante: [*grunting/moaning*] Yes, yes the whole face is flaccid except for these big white eyes –

911: Ok was it a normal smile, or was it off to one side?

Ferrante: No nono smile. She's not smiling. [*grunting/moaning*]

911: Ok, ok listen.

Ferrante: She's just groaning now.

911: Ok Bob just hang on the line with me, ok, ask her to raise both arms above her head. See, and what, and let me know if she able to do that.

Ferrante: Sweetie raise your arms above your head please [*groaning*] please please [*groaning*] please [*groaning*]. She's just humming – (3:30)

911: She cannot?

Ferrante: She's just humming. She's audi -au-au-au – She's audibilizing.

911: She cannot?

Ferrante: No she's not. She cannot do that. Her arms are just stiff and, and, and they're like kero they're acidotic.

911: Is she able to talk at all?

Ferrante: No she's not saying a word. Now, now she's like having a seizure like she's [*groaning*] Jesus Christmas sweetheart please [*groaning*] no. [*groaning*] (4:00)

911: Ok, you said she's got, she's got, she's now grunting, like she's moaning?

Ferrante: Yes. We're both Docs over at UPMC she's a neurologist just came back from work.

911: Uh-hm.

Ferrante: She came in and said I'm tired –

911: You said she's got numbness on her one side, or?

Ferrante: No numbness, nothing it's, it's, just like flaccid,

911: Like she's, like almost like a paralysis?

Ferrante: And andandand now she's just [groaning] you can hear her. [groaning]
Sweetheart. [groaning] (4:30)

911: Bob, hey Bob.

Ferrante: Yeah yeah yeah.

911: Ok listen to me. [groaning] You said she's just groaning right now?

Ferrante: Yes. [groaning]

911: Ok.

Ferrante: You can hear her. [groaning] Oh god please get someone here quickly.

911: They're already on their way, it's not delaying the call at all. They've already been
en route Ok [groaning] her eyes are still open? [groaning]

Ferrante: Yes her eyes are still open, [groaning] she's looking she just closed them.
[groaning] Oh god help me, god help me. [groaning] (5:00)

911: Ok like I said I'm sending the paramedics to help you. [groaning] Ok I'm making
sure help is on the way. [groaning] Don't let her have anything to eat or drink.
[groaning] Ok Bob.

Ferrante: [groaning] Oh god help me. (5:17)

911: Ok Bob, ok don't let her have anything to eat or drink or make her sick and cause
problems for the doctor ok. Just, I want you to let her rest in most comfortable position
and wait for help to arrive.

Ferrante: Her, her, her folks are down at Shadyside maybe that would be the best place
to take her. [groaning] (5:27 – 5:37)

911: Ok let the paramedics know that when they arrive that you want to have her taken
to Shadyside ok.

Ferrante: I, I, I will. [groaning] (5:27 – 5:37)

911: Ok

Ferrante: Oh god help me. (5:40)

911: Ok listen I want you to watch her very closely.

Ferrante: I am. [*groaning*]

911: If she becomes less awake and vomits quickly turn her on her side. Ok? [*groaning*]

Ferrante: Ok.

911: In the meantime please put away any family pets, gather her medications, unlock the door, turn on the outside light

Ferrante: She has a bunch of those –

911: Ok.

Ferrante: A bunch of medications.

911: Ok gather them up or a list of them.

Ferrante: I just don't want to leave her here.

911: Ok just gather a list of her medications, unlock the door, turn on the outside light and have someone meet the paramedics. Is it just you and her in the house? (6:00)

Ferrante: It's just me in the house and its my little daughter upstairs six years old.

911: Ok.

Ferrante: I've got to find somebody to help take care of her.

911: Is, did, ok you mentioned, you think your wife, is your wife having a seizure right now?

Ferrante: No but –

911: Ok.

Ferrante: I don't know what she is doing. She's just staring and, and – [*groaning*]

911: And groaning? [*groaning*]

Ferrante: Yes.

911: Ok, is she ok – (6:30)

Ferrante: Oh god oh god. [*groaning*]

911: Listen you're doing fine ok just –

Ferrante: Oh god oh god.

911: Ok I want you to just keep watching her, observe her continuously let me know if anything changes ok, until the paramedics arrive alright.

Ferrante: [*groaning*] Now she's just now, it's like she's almost gonna throw up. [*groaning*] You said put her to her side, right?

911: Yeah turn her to; quickly turn her to her right side if it comes to that.

Ferrante: She's not breathing normally now. [*groaning*] (7:00)

911: Ok, I mean her chest is –

Ferrante: She's not breathing normally.

911: I mean her chest is rising and falling, correct?

Ferrante: Yes, yes absolutely, big huge breaths. [*groaning*]

911: Ok, they've been en route for several minutes they shouldn't be too long ok. [*groaning*]

Ferrante: Oh please, [*groaning*] have them hurry. Sweetheart, sweetheart [*groaning*] I love you very much please don't do this [*groaning*] please please sweetheart sweetheart [*groaning*] you're ok, you're ok hun, you're ok sweetheart.(7:30)

911: Yeah just keep reassuring that help is on the way. Again, just keep her in the most comfortable position and wait for help to arrive. Just observe her continuously and let me know if anything changes, ok?

Ferrante: You're [*groaning*] ok sweetheart you're ok. She's just having difficulty breathing she's having so much difficulty breathing. [*groaning*] Oh god. [*groaning*]

911: Ok they should be there shortly ok. Tell me if anything changes immediately ok. (8:00)

Ferrante: She she's breathing much more shallow now. [*groaning*]

911: Uh-hm. But her eyes are still open.

Ferrante: Yes her eyes are still open she's getting red in the face though. [*groaning*] God damn it.

911: Do you have the light on outside? [*groaning*]

Ferrante: Yes, yes let me go check again.

911: Ok just go ahead and do that.

Ferrante: What do I do about my daughter? I've got, we don't know anybody here from neighbors. (8:29 – 8:38)

911: Ok, um, are you guys new to the area, or?

Ferrante: Yes, we just moved from Boston. (8:29 – 8:38)

911: Ok, uh, where's, where's your daughter, asleep upstairs?

Ferrante: She's asleep upstairs. I, I can just –

911: Ok when the paramedics arrive you just explain that to them, they should, you know, they will be able to help you out. They may even let you, uh, take her with you, with her, to the hospital.

Ferrante: Yeah, yeah I see one of my neighbor's lights still on, maybe when they come in I can just try and run over. [*groaning*] Oh Autumn please, please sweetheart. Please oh god. (9:00)

911: You said she's never had a stroke before, has she ever been like this before at all?

Ferrante: Yes, well not like this, I told you in church she felt so faint that she almost just went down.

911: When was that? When was that?

Ferrante: It was about, uh, almost two months ago, and then she's had two of these other issues. Very same she went to see one of her colleagues over at UPMC, and andand she just thought it had to do with, my wife's trying to get pregnant again. So it was all these, uh – (9:30)

911: Was she getting injections, or?

Ferrante: All kinds of drugs, yes. All kinds of drugs. Her, her, her, uh god I can't think. Her thyroid medication they have her taking. They have all kinds of issues.

911: So she's on several different medications right now?

Ferrante: Yes quite a few. Oh Jesus, Jesus JesusJesusJesus. (10:00)

911: Alright.

Ferrante: She's just, she's she's she's she's she's she's she's she's she's having a difficult time breathing. Ah god god god god god god god god.

911: Do you have her in the most comfortable position right now? Do you have her sitting down or I mean do you -

Ferrante: [*noise*] I don't know what that noise was. The dog.

911: Ok, do you have the dog put away?

Ferrante: Yes, I have him in his cage. (10:30)

911: Ok, alright, uh, do you, ok, what is she doing right now, is she sitting down right now?

Caller: She's laying down.

911: Ok is that the most comfortable position for her right now?

Ferrante: It seems that way but it's just incredibly labored breathing, and, it's no longer, she doesn't have that sort of crinkled up, uh, hand any longer.

911: Let me ask you something, are you upstairs? Where you guys upstairs or downstairs?

Ferrante: I'm in the kitchen. I'm in the kitchen. She just got in -

911: You said the front door is unlocked? The front door is open?

Ferrante: Yes the front door is unlocked. Where the hell is somebody? (11:00)

911: Alright, they should be there shortly.

Ferrante: Jesus Mary and Joseph. Oh please lord please. [*gurgling*] Here comes somebody now. Please please please.

911: Is that somebody there now?

Ferrante: Please please please please please please please yes come here, this way this way please please please please.

911: Who's there, who's there now sir?

Ferrante: Uh, Pittsburgh paramedics. Please hurry please please. (11:30)

911: Ok Bob I'm gonna go ahead and let you go then ok.

Ferrante: (inaudible) (11:43)

CALL ENDS