Calling an ambulance

**DO NOT HESITATE – if you think an ambulance is needed, call 000.**

**The Queensland Ambulance Service (QAS) Emergency Medical Dispatcher will determine if an ambulance is required based on the information you provide.**

The person nearest the patient calls the ambulance on 000. This is because the as the Ambulance Emergency Dispatcher may wish you to stay on the phone and continue to monitor the patient as the ambulance is in transit.

Dial 000 (free call) and request ‘ambulance’

A QAS Emergency Medical Dispatch Officer will answer. They are highly trained and may ask a number of questions. Be prepared to answer the following:

* the address of where the ambulance is required;
* what the problem is;
* how many people are injured;
* the patient's age;
* the patient's gender;
* if the patient is conscious; and
* if the patient is breathing.

Remain calm while answering these questions and ensure that your responses are clear and concise.

**DO NOT HANG UP until the operator tells you to end the call.** The Dispatch Officer may provide you with first aid instructions and may dispatch ambulance and paramedics. They can also keep in contact with the ambulance officers.

The classification of an emergency or non-emergency is determined by the QAS Emergency Medical Dispatcher when taking a call.

Not all calls result in ambulance dispatch. Therefore, all employees should feel confident to call 000 ‘ambulance’ immediately - whether on playground duty, in a classroom or an office environment.

If an ambulance *is* dispatched, you will be told it is on its way.

* If possible, ask a by-stander to notify security/front office/campus administration to cater for the arrival and guidance of an ambulance onto the site.
* The office/administration may also be able to gather relevant information such as the patient’s health records and emergency contacts to hand over to ambulance officers on arrival.

All employees need to be familiar with the local protocol for calling an ambulance in the event of a medical emergency.

## Accompanying a patient to hospital

Depending on a number of factors including, the maturity and condition of the patient and the availability of parents/next of kin an ambulance officer may request that a patient (e.g. student) be accompanied to hospital.

Schools are expected to comply with the requests of the ambulance officer in attendance without compromising the supervision requirement for remaining students.

Schools should liaise with their local ambulance service regarding this eventuality as part of good communication with local emergency services.

Depending on the location, the school may need to negotiate with the local ambulance service regarding any limitations or considerations e.g. staff member following the ambulance in a car rather than accompanying the student in the ambulance.

The school/workplace should arrange transportation of the staff member back to the school or alternative setting depending on the event.