

Thank you Justin.

Helping and rescuing patients during an emergency is what we do. Ambulance response times are a crucial factor in patient survival. Our ambulances with the necessary personnel are expected to arrive on the scene as quickly as possible. Our role is to be ready to go when the call arrives.

In this lesson, which is Part A of the ambulance call, we discuss the first two phases - preparation and dispatch.

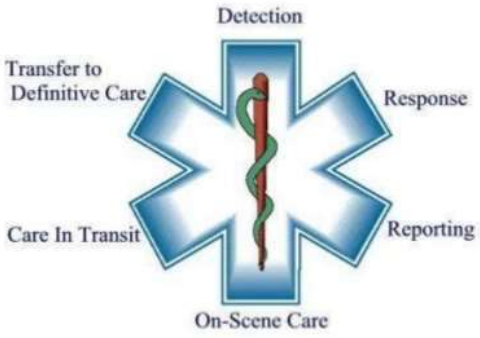
In Part B, we examine the remaining seven phases.

Good Studying

The Ambulance Call | Phases

Nine distinct phases of an ambulance call

1. Preparation for the call
2. Dispatch
3. En route to the scene
4. Arrival at the scene
5. Transferring the patient to the ambulance
6. En route to the receiving facility (transport)
7. At the receiving facility (delivery)
8. En route to the station
9. Post-run phase



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An ambulance call is considered to have nine distinct phases, starting with preparation and ending with post-run cleaning and completion of paperwork.

The nine phases involve the vehicle itself, communications, personnel, response, on-scene care, care in transit, hospital transfer, and reporting it. We will now discuss the first two phases of an ambulance call in detail.

The Ambulance Call | Preparation Phase

- Preparation phase
  - ✓ Medical equipment and supplies check
  - ✓ Personal safety equipment
  - ✓ Personnel
  - ✓ Equipment for work area
  - ✓ Preplanning and navigation
  - ✓ Extrication equipment
  - ✓ Daily inspections



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We begin with the preparation phase. It's obvious – the ambulance supplies and equipment must be in order when the call arrives. But the process is detailed and requires periodic inspection.

We must check, replenish or repair the medical equipment and supplies, personal safety equipment, personnel availability, and equipment for the work area. Tools for preplanning and navigation, be it maps or mobile devices, must be ready to go.

Depending on local protocols, extrication equipment should be prepped and available. Finally, be sure to perform periodic inspections per local procedures.

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Preparation Phase | Medical Equipment and Supplies Check

- Medical equipment and supplies check
  - ✓ Basic supplies
  - ✓ Patient transfer equipment
  - ✓ Airways
  - ✓ Suction equipment
  - ✓ Artificial ventilation devices
  - ✓ Oxygen inhalation equipment
  - ✓ Cardiac compression equipment
  - ✓ Basic wound care supplies
  - ✓ Splinting supplies
  - ✓ Childbirth supplies
  - ✓ Medications
  - ✓ Automated external defibrillator



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So, we must be confident our medical equipment and supplies are present per the local protocol and working per manufacturers' specifications.

The list here is a sample. Your local checklists are comprehensive and must be strictly adhered to.

The list includes Basic supplies, Patient transfer equipment, Airways, Suction and Artificial ventilation devices, Oxygen inhalation and Cardiac compression gear, Basic wound care and splinting supplies, a

Childbirth kit, Medications, and an A E D with all the pads.

As we know, details are critical to the best possible patient outcomes.



And speaking of details, our PPE must be ready to go. We need to keep ourselves safe and healthy so we can serve the patient.

We never know what surprises we will encounter on the scene, so simply be sure the truck is prepared.

Of course, follow local protocol and checklists. At a minimum, have face shields, gowns, shoe covers, caps, turnout gear, helmets with face shields or safety goggles, and safety shoes or boots prepped and ready.

Preparation Phase | Personnel

- Personnel
  - ✓ Two EMTs are strongly recommended
  - ✓ Some services may operate with a non-EMT driver



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You and your colleagues must be available for response in case of any type of medical emergency.

Every ambulance must be staffed per the local protocol and at least one EMT available in the patient compartment during patient transport. Ideally, two EMTs are strongly recommended. But some services may operate with a non-EMT driver.

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PREPARATION PHASE | EQUIPMENT FOR WORK AREA

- Equipment for work area
  - ✓ Warning devices that flash intermittently or have reflectors
  - ✓ Two high-intensity halogen flashlights
  - ✓ Fire extinguisher
  - ✓ Hard hats or helmets with face shields
  - ✓ Portable floodlights



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While physical guards or other protection devices are required to ensure personal safety, some other gear may play a vital role at the scene. This equipment consists of warning devices, flashlights, fire extinguishers, face shields, and portable floodlights.

Unfortunately, some units today also have to wear bulletproof vests or similar gear at times.

Preparation Phase | Preplanning And Navigation

- Preplanning and navigation
  - ✓ Carry detailed maps and directions
  - ✓ Be familiar with local area



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Today, we rely on geolocation and mobile devices. But sometimes, they don't always work or respond promptly.

Hence, preplanning can contribute to effective navigation at times of emergencies. For instance, carrying a detailed map and being familiar with the local area directions can come in handy.

Preparation Phase | Extrication Equipment

- Extrication equipment
  - ✓ Equipment needed for simple, light extrication
  - ✓ Cutters, spreaders and rams



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Extrication tools, sometimes called hydraulic rescue devices or jaws of life, are used by emergency rescue workers during vehicle extrication after a crash. And may be used at other rescues from small spaces. These tools may include cutters, spreaders, and rams.

While these are most often the purview of the fire service, or specialized teams, if local protocols dictate, understand how to prep and use.

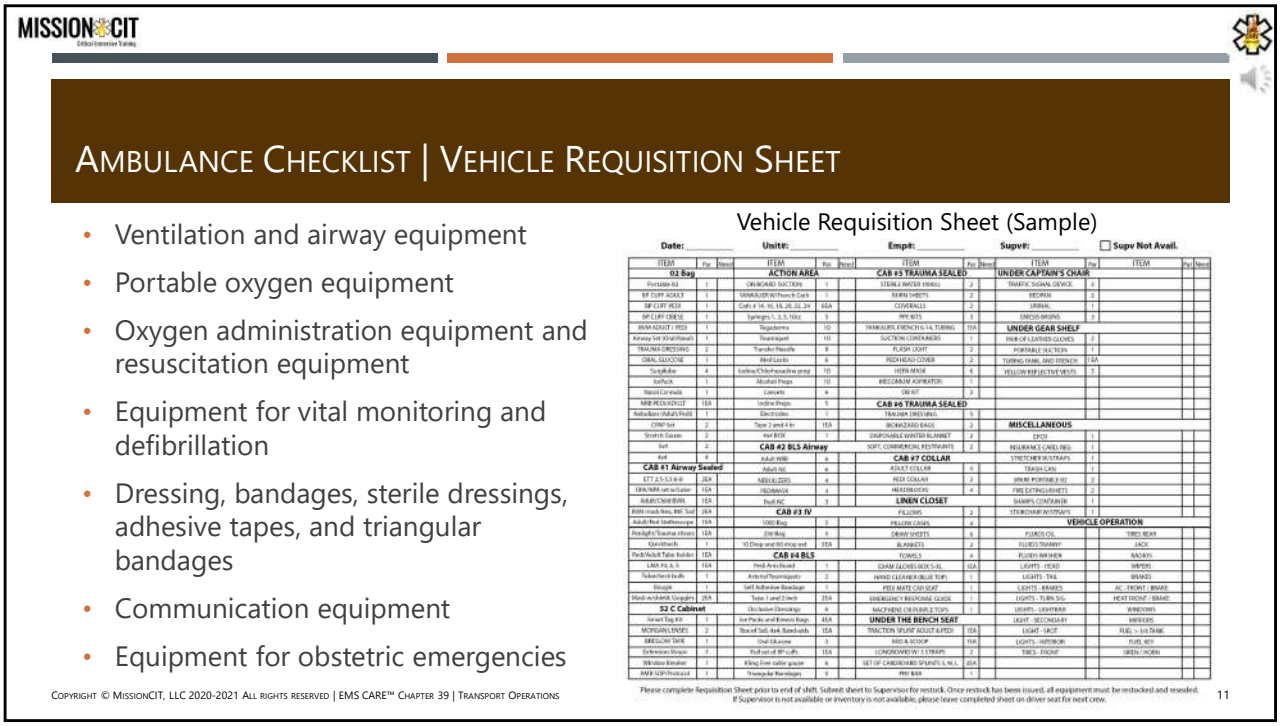
Preparation Phase | Daily Inspections

- Daily inspections
  - ✓ Check medical equipment and supplies
    - Check treatment supplies, interior and exterior equipment
    - Pressure of oxygen cylinders
    - Examine air splints for leaks
    - Batteries for defibrillator, suction, oxygen, etc.
  - ✓ Check seat belts
  - ✓ Secure oxygen tanks
  - ✓ Review standard traffic safety rules and regulations



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Perform inspections per your local protocol frequency. At a minimum, as discussed, check medical equipment and supplies, and batteries. And be sure to secure oxygen tanks and other equipment that can move or fall en route.



A checklist must be used to determine if the ambulance is ready for a call. Follow your local protocol, which will include an appropriate list for each ambulance in the fleet.

A sample checklist is shown here and is available as an attachment that you may download. While all the items are important, pay close attention to:

Portable oxygen equipment with a minimum capacity per local guidelines must be filled, and have a regular

flow. And the oxygen administration and resuscitation equipment must operate to specifications and support at minimum two patients.

Check that batteries on portable devices are fully charged, and be sure spares as appropriate are available. Equipment for monitoring vitals and defibrillation must be present, including adult and pediatric pads.

Next be sure your airway devices include a full complement of various sizes of oro or naso pharyngeal tubes and tips.

And of course, the ambulance must be cleaned and sanitized after each call due to possible infectious diseases.

The Ambulance Call | Dispatch Phase

- Gather minimum information such as:
  - ✓ Nature of the call
  - ✓ Name, location, and call-back number of the caller
  - ✓ Location of the patient or patients
  - ✓ Number of patients and idea of the severity of their conditions
  - ✓ Special problems or other pertinent information



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So now that the ambulance is ready and staffed, the klaxon sounds, and you have to go.

While the equipment on your truck likely logs the information, you need to be prepared to retain the name, location, and call-back number of the call. If available, obtain basic information regarding the nature of the emergency, the number of patients, an idea of the severity of their conditions, special problems, or other pertinent information. Dispatch will do their best to assist but may become distracted at times, so get the

information while you can.

Also, follow protocols regarding the judicious use of lights and sirens during a response to, and from the scene. You must protect not only the public but also EMS providers and patients from potential transport dangers.

Also, take into consideration your patient, who due to preconditions such as autism, may become agitated from a loud siren during transport.

So that's it for Part A of the call. Justin will next take you through Part B of the Ambulance call.