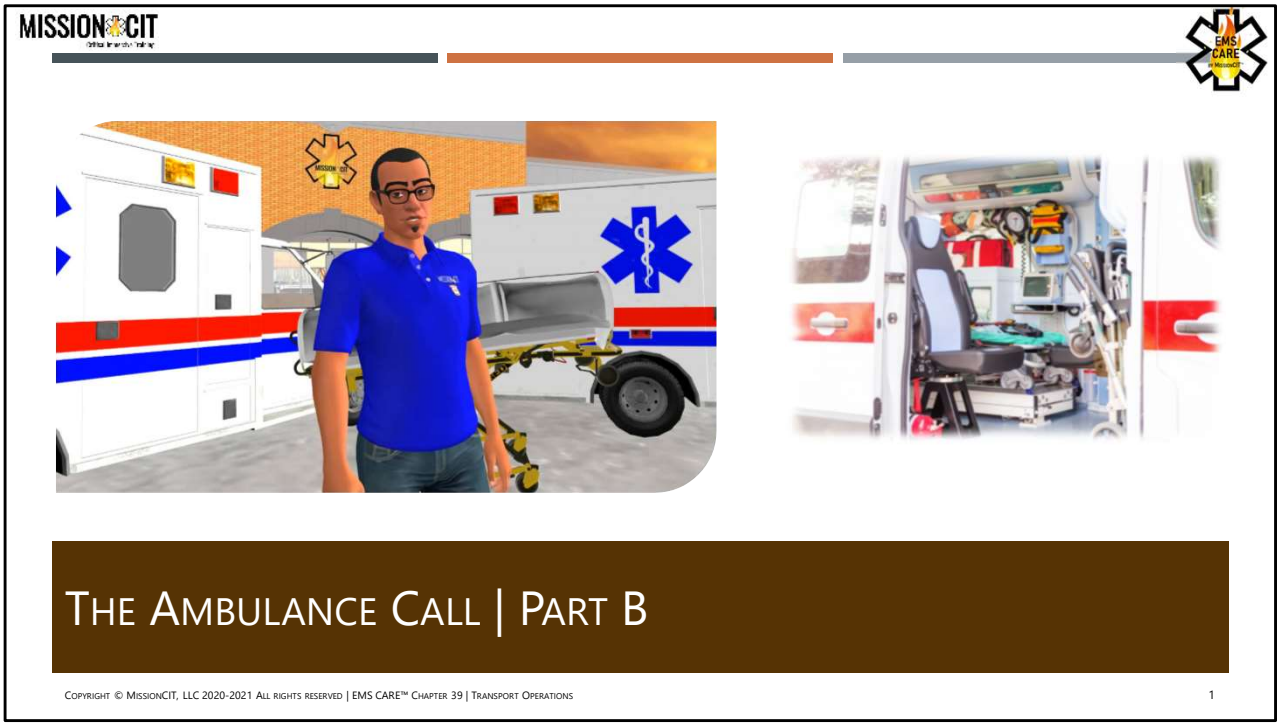


Thank you Missah.

We'll continue discussing the ambulance call, starting with traveling to the scene. We examine what to do upon arrival, transferring the patient to the ambulance, transport to the hospital, actions at the hospital, and post-call operations.

Good studying.

The Ambulance Call | En Route Phase

- Remain seated
- Wear seat belt and harness if possible
- Confirm response and location
- Prepare for arrival
- Decide what equipment to bring initially
- Coordinate with ALS



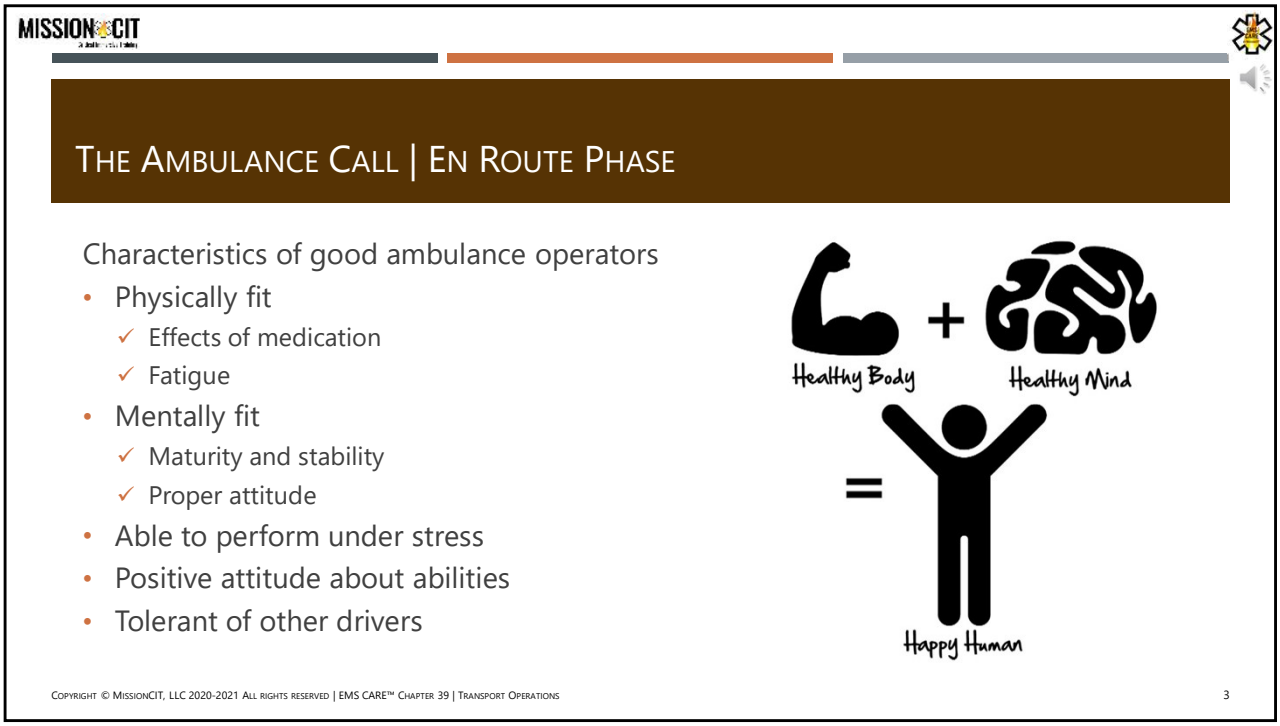
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Whenever the ambulance is traveling, if you are in a seat with a seat belt, please wear it. Besides being the law, your safety is paramount.

While en route, that is the time to review and clarify the information known about the call. If you have questions or doubts, contact Dispatch as necessary.

Also, the roles and responsibilities of team members may be planned prior to scene arrival.
Notably, make decisions about the type of medical

equipment to bring with you as you arrive. If ALS is also en route to the scene, communicate, coordinate and collaborate as best you can.



Ambulance staff may be the first public safety personnel to arrive at a scene capable of dealing with the patient's medical condition. Dispatch or other public safety members may have limited or no helpful information about the patient.

So how do you prepare yourself for what you discover at a scene? The first step is to control what you can. So, long before you get in an ambulance, invest in your physical and mental health as well as your technical skills. Follow recommendations and local protocols. Ask

your trusted colleagues how they prepare themselves and stay fit.

Think about what you can do before, during, and after a call to keep a positive attitude, manage the immediate stresses, and trust you and your partner's abilities. And be ready to listen, observe and act.

Coupled with these characteristics, be ready to demonstrate a responsible caring attitude, good people skills, and common sense.

Arrival At Scene Phase

- Notify dispatch
- Size-up
  - ✓ Look for safety hazards
  - ✓ Evaluate need for additional units
  - ✓ Determine mechanism of injury (MOI)/ nature of illness (NOI)
  - ✓ Evaluate the need for spinal immobilization
- Number of patients
- Obtain additional help
- Safe parking



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Upon arrival, perform a scene size-up, and as warranted, report your findings to dispatch. Without delay, identify hazards, assess scene safety, and the need for more resources based on the number of patients. If dealing with traffic, crowds, or other personal safety risks, call for police backup. If necessary, return to your vehicle until assistance arrives.

Remember, your vehicle needs to be parked in a safe manner, while enabling patient loading and EMS staff entry and egress for the transport phase.

In not already being managed by other public safety personnel, Appropriate warning devices should be placed on both sides of an accident zone.

The Ambulance Call | Transfer Phase

- Provide lifesaving treatment
  - ✓ Complete necessary care for wounds, other injuries
  - ✓ Stabilize impaled objects
  - ✓ Check dressings and splints
- Package patient for transport
- Be sure to secure the patient with at least three straps across the body
  - ✓ Chest level, waist level, lower extremities
- Use shoulder harness if available



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Next is the transfer phase, where we move the patient into the ambulance. When to begin transfer can be a dynamic process, requiring interaction between assessment and treatment. More complex transfers may involve ALS or direction from Medical Control.

If you are dealing with the need for specialized equipment such as a backboard or devices for bariatric transport, be sure you and your colleagues are prepared for the specialized movement. You may face conditions where the EMS staff is trained but require help from Fire

or Police, and they need to be guided through the process.

Prepare and secure the patient for the stretcher and pre-hospital equipment in your truck. When possible, secure with at least three straps across the body, at the chest level, waist level, and lower extremities. It's up to you to follow local protocols to secure the patient and the stretcher in the ambulance based upon the equipment you have.

When life-saving procedures continue through transport and interfere with standard restraints, do your best to secure the patient and provide safety for the EMS personnel during transport.

Again, judiciously use lights and sirens during patient transport, considering urgency, public safety, patient condition, and local protocol.

En Route To The Receiving Facility (Transport Phase)

- Inform dispatch when you are ready to leave the scene
- Complete pre-hospital care reports
- Conduct ongoing assessments. Additional vital sign measurements should be obtained.
- Notify receiving facility
- Reassure patient
- Contact medical control
  - ✓ Report number of patients
  - ✓ Nature of problems



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So, the first part of transport is to determine your destination based upon the patient's condition and available space. Consult and confirm with Medical Control as needed. Then inform Dispatch and the Receiving facility and expected travel times as you depart.

While en route to the hospital, continue life-saving treatments as warranted, perform ongoing patient assessments and record the results. Remember to

reassure your patient and fill out your pre-hospital care reports as best as conditions allow.

If dealing with a multi-casualty event, ask if you are transporting family members to the same hospital, and inform your patient as appropriate.

At The Receiving Facility (Delivery Phase)

- Delivery phase
  - ✓ Report arrival to dispatch
  - ✓ Give report to staff
  - ✓ Physically transfer the patient
  - ✓ Complete written report
  - ✓ Leave a copy with an appropriate staff member
- Notify dispatch
  - ✓ Transferring the patient at the facility
  - ✓ Reports
    - Complete verbal report is given at bedside
    - Complete written report is completed and left prior to returning to service



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You've arrived at the hospital and begin to transfer your patient. Clinicians may meet you to continue immediate care and manage patient intake. You should learn your local hospital processes and prep accordingly during transport. You want the clinicians to trust your observations, so do your homework, be prepared and use precise medical terminology.

During the delivery phase, there will be a physical transfer of the patient to a hospital bed. And you will communicate your verbal and written transfer of care

report. Keep a copy of your written statement for the local incident management system.

Depending on the hospital relationship, you may restock supplies. And subject to the local protocol, begin the sanitizing process of your patient compartment.

Also, keep Dispatch informed when you arrive, depart, and are ready for your next call.

The Ambulance Call | En Route To The Station

- Inform dispatch on status and destination
- Refuel vehicle if 'off-premise' fuel used
- Pick up any needed supplies



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On your way back to your home base, begin to get ready for the next call. Be sure to refuel the ambulance as needed. And refuel yourself if it's time to eat.

Pick up any needed supplies along the way from other stations.

And be sure to Keep Dispatch updated on your status.

The Ambulance Call | Post-run Phase

- Complete and file any additional written reports
- Inform dispatch of your status, location, and availability
- Refuel unit
- Complete cleaning and disinfection procedures
- Restock the ambulance



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The post-run phase includes the completion of all items necessary to return the ambulance to its pre-run status.

When back at your station, report any vehicle issues. Then, be sure to clean and disinfect the Ambulance compartment and equipment. Restock the disposable supplies following your local checklists. If any of your medical equipment malfunctioned or did not perform to the manufacturer's specifications, obtain spare units or get the necessary help to put the equipment and vehicle back in service.

And be sure to complete and file all paperwork.

This brings us to the end of the ambulance call lessons. Next, Missah will discuss Ground Ambulance Crashes.

Good studying.