

What happens when you dial 999 Or 112?

When you call 999 or 112, a telephone operator will ask you which emergency service you need: "Police" "Fire" "Ambulance"

In a medical emergency you should ask for an ambulance. You will be put through to the **emergency operations centre**. In some cases, the location from which you are calling can be automatically identified.

The operator at the **emergency operations centre** will always ask for the location of the incident in order to confirm this. You will need to give the following details:

- The number of the house and name of the street
- The nearest road junction or land mark
- The post code or postal district

You will then be asked about the patient's condition. If possible, be ready to pass on as much detail about the patient as you can:

- How many people need help
- What is their age/sex
- Are they unconscious
- Are they breathing
- Do they have chest pains
- Are they bleeding.

The questions about the patient's condition need not delay the response but will help the Ambulance Service decide what resources are required and how quickly they need to get to the patient.

As soon as the patient information is given, it is entered onto the computerised priority dispatch system.

If the patient's condition is less serious, a paramedic may call you back with further questions to determine if another form of care is more appropriate.

The details of the call are then passed to the nearest ambulance crew by radio, telephone or electronically by printer or mobile data transfer.

The emergency response can be on its way as soon as the **emergency operations centre**, have the address.

An ambulance responding to a less serious call can be diverted to a critically ill or injured patient, if it is the nearest vehicle. The crew will be updated on their journey about the patient's condition and any information relating to safety.

The Emergency Services will aim to get help to you as soon as possible and if the patient's condition is immediately life threatening, a paramedic in a car or on a motorcycle may also be sent.

In many parts of the country a helicopter can also be sent to the most seriously injured patients.

In the meantime, you will be asked to help the ambulance crew get quickly to the patient, e.g.

- Turn on the outside lights.



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- Make sure the front door is open and unlocked.
- If possible, have someone waiting outside to direct the ambulance crew.
- Get out any medication the patient takes.
- Ensure that any pets - especially dogs - are put away.

You will be asked to give any information to help ensure the safety of the crew.

You will be told how to help the patient until the arrival of the ambulance crew.

When help arrives, the patient's clinical condition will be assessed and treatment may be given at the scene.

If after treatment, the patient's condition is still critical, then the hospital will be alerted so as to prepare for their arrival.

The patient will either be taken to the nearest hospital accident and emergency department or to a specialist facility such as a burns unit.

Having handed over the patient the crew need to make sure paperwork is complete and that their equipment and vehicle is ready for another call.