



Public

Ringling 999 for an ambulance, a guide for education

It is always better if someone who is with the patient can ring 999, so you will need to get a telephone to the patient or get the patient to a telephone.

This is important for a variety of reasons. If the call is about an illness the Emergency Medical Advisor may want to know if there is a rash, what their breathing sounds like, any rapid swelling of the lips, face, throat, or tongue, does their skin feel a normal temperature etc. If the call is about an injury the Emergency Medical Advisor may ask questions like, is the limb cold, pale, or blue, can the patient weight-bear, are there pins and needles in the limb, any bleeding etc. It is essential that the caller provides accurate timely information about what they can see and hear this loses quality if the caller is reliant on a third person.

When you first ring 999 you will go through to an emergency operator who will ask you what service you require (Police, Fire, **Ambulance** or Coastguard) if you do not state you want an ambulance you will be transferred to the police.

The first person you speak to will be an Emergency Medical Advisor. They will take details about the patient's condition and location. They will use a system called NHS Pathways to help them decide what type of response is needed. Answering all the questions we ask on the telephone will not delay our response in a life-threatening emergency.

The Emergency Medical Advisor will need to know details about the patient's condition. They may ask questions, such as:

- The patient's age and gender
- Whether the patient is breathing or conscious
- The type of injury and how it was sustained

Having relevant information about the patient's condition or injury helps us to determine the most appropriate response based on the patient's needs.

You will then be asked to confirm the address of the emergency including the postcode. You will be asked to repeat this.

The Emergency Medical Advisor will carry out a safe effective assessment of the symptoms reported, as the clinical assessment progresses; each answer determines the next question to be asked. All the questions you answer will help the Emergency Medical Advisor determine the most appropriate medical response and care required. If the patient's condition is not immediately life-threatening, you may be referred to our Clinical Assessment Team. The Clinical Assessment Team is made up of nurses, paramedics and mental health clinicians and is based in our Emergency Operations Centre. They may call you back to do further assessments and to offer additional medical advice.

You may be asked if the school or the parents are able to transport the patient to the hospital, a Doctors surgery or a Minor Injury Unit (MIU) following the assessment.

If someone is not breathing the Emergency Medical Advisor will talk you through what you can do to help, this will include instructions on how to commence Cardiopulmonary Resuscitation (CPR). This will require you and the phone to be next to the patient. You will be asked to put the phone on loudspeaker and will be asked to shout out the chest compressions as you give them, so the Emergency Medical Advisor knows what is happening.

You may be requested to fetch defibrillator if there is one available. Ensure that someone other than the caller goes to fetch this and returns as soon as possible. Do not stop CPR as soon as the Paramedics arrive as they will require a few seconds to assemble any equipment required. Continue until the paramedics actively take over from you.

Important

You don't need to be First Aid trained; all instructions will be given by the Emergency Medical Advisor. It is important that CPR is started as soon as possible to give that patient the best opportunity for a positive outcome.

Further information on calling for an ambulance is available at [999 :: East Midlands Ambulance Service \(emas.nhs.uk\)](https://emas.nhs.uk)