

Post-dispatch advice for enhancing emergency ambulance services

Commencing 1 May 2011, Fire Services Department (FSD) will provide post-dispatch advice, including first aid advice and time saving advice, for some emergency ambulance calls, to further enhance the emergency ambulance services.

Simple first aid advice will be provided to callers for three types of emergency ambulance call so that patients will receive appropriate immediate treatment prior to the arrival of the ambulance crew to reduce the opportunity of having the condition got worse.

The three types of emergency ambulance call are bleeding; dislocation or fracture in limbs and burn, which are common household injuries.

The personnel of the Fire Services Communications Centre (FSCC) would only provide the advice to callers after the dispatch of ambulances, so would not cause any delay to the provision of emergency services.

Personnel of Fire Services Communications Center (FSCC) providing the post-dispatch advice have acquired knowledge in first aid and skills in operating communication control panels. FSCC members were capable of providing post-dispatch advice to callers, as they had been trained on ambulance aid as well as mobilising and communication skills.

In addition, callers may decide whether or not to accept and follow the advice. It is on voluntary basis. On the other hand, if the FSCC personnel doubt the ability of the caller, such as a child, who may not be able to follow the advice, they would not proceed to do so," the spokesman said.

FSCC personnel would also advise callers some time saving advice so as to facilitate the ambulance crew's work upon arrival, such as bringing along patients' medication, and opening doors to wait for the emergency crew.

