



香港消防處

Hong Kong Fire Services Department

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Since May 2011, the Fire Services Department (FSD) has been gradually offering Post-dispatch Advice (PDA) to callers for the emergency ambulance service (EAS) in respect of six common types of injuries and sicknesses, namely bleeding, burns, fracture/dislocation of limbs, convulsion, heat exposure and hypothermia. The PDA enables patients to receive prompt and proper treatment before the arrival of ambulance crew.

To further enhance the EAS, the FSD introduced a new computer system in 2018 for the provision of PDA. The new system incorporates an internationally-accredited questioning protocol software designed to assist the personnel of the Fire Services Communications Centre (FSCC) in, after dispatching ambulances, providing EAS callers with immediate, comprehensive and appropriate advice to help stabilise patients based on the conditions of their injuries and sicknesses.



Cardiac Arrest



Choking



Childbirth



Burns



Hemorrhage

In addition, the number of injury and sickness types on which advice is given has now risen to over 30, covering, among others, traumatic injuries, choking, unconscious/fainting and cardiac or respiratory arrest.

The questioning protocols incorporated in the computer system were developed by the International Academies of Emergency Dispatch (IAED), and have been in wide application for more than 40 years. Medical experts of the IAED have been continuously updating and refining the protocols to further enhance their reliability in identifying various conditions of the injuries and sicknesses. At present, similar computer systems and questioning protocols have been adopted by some 3,500 mobilizing centres of emergency services in more than 50 countries or regions, including Mainland China, the United States, Canada, the United Kingdom, France, Italy, Germany, Australia, New Zealand and Malaysia.

Advantages of PDA:

- Providing timely and appropriate first-aid advice before the arrival of ambulance crew;
- Stabilising patients' conditions and preventing further deterioration so as to increase survival rates;
- Reducing the risk of inadvertent mishandling of patients; and
- Alleviating the anxiety and distress of both the patients and the callers.

Service Level:

- The current performance pledge remains unchanged, i.e. 92.5% of EAS calls can be handled within the target response time of 12 minutes.
- With the aid of the computer system, the dispatch of ambulances and the provision of advice are handled by separate personnel to ensure no delay in rescue.
- To ensure the quality of the PDA service, FSCC personnel are required to receive dedicated training and hold valid Emergency Medical Dispatcher Certificates before they are authorised to provide PDA according to the protocols of the IAED.