



# Ambulance Bookings to Emergency Departments

## FACT SHEET

### TRANSFER PROTOCOL

NSW Ambulance is making a change in the way patient information is gathered when receiving requests from Doctors and Nurses booking an ambulance for patients requiring transport to an Emergency Department (ED). Calls of this nature will now be processed utilising the Medical Priority Dispatch System (MPDS).

MPDS provides a question regime that enables Control Centre Assistants (call takers), to obtain information to both assist in the prioritisation of the incident and to give advice while paramedics are responding to the location. MPDS is used for all Triple Zero (000) calls, and in addition, will now be used for patients evaluated by a doctor or nurse requiring ongoing care in an ED.

### THE FOLLOWING INFORMATION IS REQUIRED TO MAKE A BOOKING WITH NSW AMBULANCE

- Confirmation the patient has been evaluated (assessed) by a nurse or a doctor\*.
- Pick up address and phone number.
- What is the exact problem/specific diagnosis details.
- Patient's age, breathing and state of consciousness.

#### You will be asked:

- Is the patient completely alert? If not, is this an unexpected change to their usual condition?
- Is the patient breathing normally? If not, is this an unexpected change to their usual condition?
- Does the patient have symptoms of shock or any significant bleeding?
- Does the patient have any pain? If they have chest pain, is this a suspected MI?
- Will additional personnel or special equipment be required?
- The name of the Registered Nurse or referring Doctor.
- Name of the patient.
- What timeframe an Ambulance is required to be on scene\*\*.

\* If the patient has not been evaluated by a nurse or a doctor an MPDS protocol will be selected based on the chief complaint of the patient. Additional questions will then follow specific to the chief complaint.

\*\* If priority symptoms are identified within MPDS an automatic allocation of response time will occur. This will be confirmed with the caller at time of the call.

### FURTHER INFORMATION

- Statewide implementation of these changes will commence in September 2017.
- The NSW Ambulance Booking number 131233 remains. Selecting option 3 is best for this cohort of patients.
- Triple Zero (000) should be used for life threatening patients requiring an urgent paramedic response with lights and siren.
- If a destination hospital has been prearranged and provided, it will be noted. Paramedics utilise the patient allocation matrix to determine the appropriate emergency department.

**Is your urgency an EMERGENCY?**

Where does your **URGENCY** rate on the **EMERGENCY** scale?

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The infographic shows a thermometer with four levels of urgency:

- Level 1 (Top):** Call Triple Zero (000) immediately. Symptoms: Chest pain, Unconsciousness, Severe blood loss, Stopped breathing.
- Level 2:** Call Healthdirect on 1800 022 222. Symptom: Unwell? Unsure if you need medical attention?
- Level 3:** Visit GP or call an after-hours home GP service. Symptoms: Abdominal pain, Diarrhoea.
- Level 4 (Bottom):** Self-Care or pharmacy. Symptoms: Cough, Sore throat, Grazed knee.

