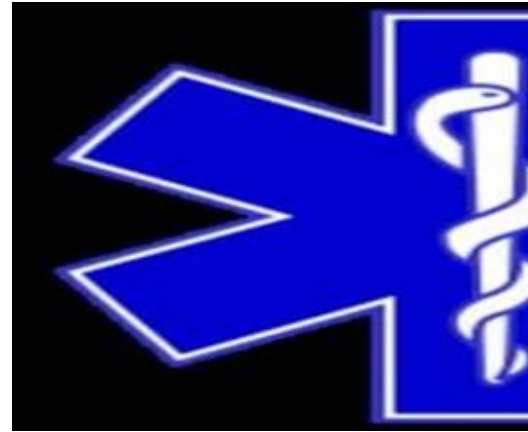




The Regulation of Paramedic Services in Wales and United Kingdom

Paramedics from the United Kingdom have a very important and essential role in this country. This job involves a lot of responsibility and risks at the same time. Some of the paramedic's interventions are to immobilize bills, to stop bleeding, to bandage the wounds, to recreate patients in case of failure to do so, they intervene in a situation where many could lose their temper **Myers, L., et. at. (2010)**. They are available 24/24 hours and are usually called when people's lives are at medical risk or at risk of losing their lives. We ask for their help in case of rudimentary accidents or in case of high fevers towards 40 degrees. They are the doctors from the emergency service or as we call them paramedics after the ambulance, whom we find by calling the phone number 999, **Department of Transportation NHTSA (2009)**.

By calling this number we will be in direct contact with dispatchers from the emergency service. Dispatchers from this service have the role of sorting the type of emergency of the patients. They ask the basic questions in order to be able to differentiate the type of emergency according to the answers related to the patient's condition, **Kara, H. et. al. (2015)**. Following the answers obtained, they establish the type of intervention necessary for the patient. In the case of patients who present less serious conditions, they are guided by phone by the type of treatment required, in other more serious or urgent cases they determine whether they can be treated by the ambulance crew at the patient's domicile or whether it is necessary to transport it to the nearest hospital institution specialized in the type of intervention required by the patient.

The phone call to 999 belongs to the dispatching department and they have the authority to triage patients. This phone line is a direct line to paramedics on ambulances to. As in case of emergency, the ambulance near the place where the patient is located can intervene in time. Following the telephone conversations, after obtaining the data related to the patient's condition, those from the emergency department establish the type of intervention. **Blodgett, J.M., et. al., (2021)**, 'Alternatives to direct emergency department conveyance of ambulance patients: a scoping review of the evidence'.

According to the statements of the journal written by **Allen, D. (2021)** "Prioritising the mobilisation of emergency medical services: patient making at the healthcare gateway" While designed to enable non-clinically qualified call handlers to triage calls in a standardised way, the system constrains caller–call handler interaction, which negatively impacts the categorisation process. Analysis of these interactional difficulties and associated mitigation strategies highlights opportunities for intervening to support co-ordination at this healthcare boundary.

Especially in this difficult period, during the pandemic, paramedics are the hardworking front line. Paramedics on the ambulance ensure the transportation of patients in time to the hospital. At the same time, they must ensure that they comply with the rules of protection and prevention of spreads with SARS-Co V, 'Paramedic use of PPE and testing during the COVID-19 pandemic, **Higginson R., et. at., (2020)**.

The Welsh Ambulance Service NHS Trust classifies the type of emergencies in the following order, they are using three codes: red code, yellow code, and green code. The priority emergency is framed by the red code, which means that the patient presents the following medical conditions: Immediately life-threatening, with conditions like heart attack, severe choking, or bleeding; patient not breathing/unconscious or with response time target of 65% with eight minutes remains Patients classified under the yellow code have the following medical problems: Patients who may need treatment at scene or taking quickly to health facility; no time target or patient outcomes/experiences measured And those in the green category present the following medical problem: Less urgent calls; often managed by GPs, NHS Direct or self-care **Stone, S. C. et. al. (2009)**

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