



Ambulante Worker Services, Wales

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What are the procedures, from the declared emergency phone can transporting patient to the hospital?

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'*.

Blodgett, J.M., Robertson, D.J., Pennington, E. et al., (2021), *'Alternatives to direct emergency department conveyance of ambulance patients: a scoping review of the evidence'*; pp. 4.

Classification of the emergency type:

RED

- * Immediately life-threatening
- * Conditions like heart attack, severe choking or bleeding; patient not breathing/unconscious
- * Response time target of 65% within eight minutes remains

AMBER

- * Patients who may need treatment at scene or taking quickly to health facility
- * No time target
- * Patient outcomes/experiences measured

GREEN

- * Less urgent calls
- * Often managed by GPs, NHS Direct or self-care

Source: Welsh Ambulance Services NHS Trust

Protection rules to prevent spreads of SARS-Co V:

Especially in this difficult period, in the midst of 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. Higginson R., et. at., (2020). '*Paramedic use of PPE and testing during the COVID-19 pandemic*'; pp. 221-225.

The use of personal protective equipment (PPE) is a strict measure for them, because the correct use of protective equipment prevents the risk of contamination, because the virus spreads easily by transmitting drops from person to person.

The author of the journal quotes : personal protective equipment (PPE) consists of gloves, gowns, aprons, surgical face masks, protective eyewear and face shields. Paramedics should receive training and guidance on PPE so they can select and use it properly. Higginson R., et. at., (2020). '*Paramedic use of PPE and testing during the COVID-19 pandemic*'; pp. 221-225

Higginson, R., Jones, B., Kerr, T., & Ridley, A. M. (2020). '*Paramedic use of PPE and testing during the COVID-19 pandemic*'. Journal of Paramedic Practice, 12(6), pp. 221-225.



Ambulance worker; lifestyle; mental health; Paramedic

This year '*JOURNAL OF WORKPLACE BEHAVIORAL HEALTH*', recounted a study detailing the emotional impact on ambulance workers. The study recounting the damage to their health: Physical and emotional mental health being affected especially during the SARS-Co V pandemic. The requests of the ambulance services being more and more demanding, so the workers on the ambulance being more and more requested. all this having a negative impact on their health, (Wankhadeet, et. al., 2019).

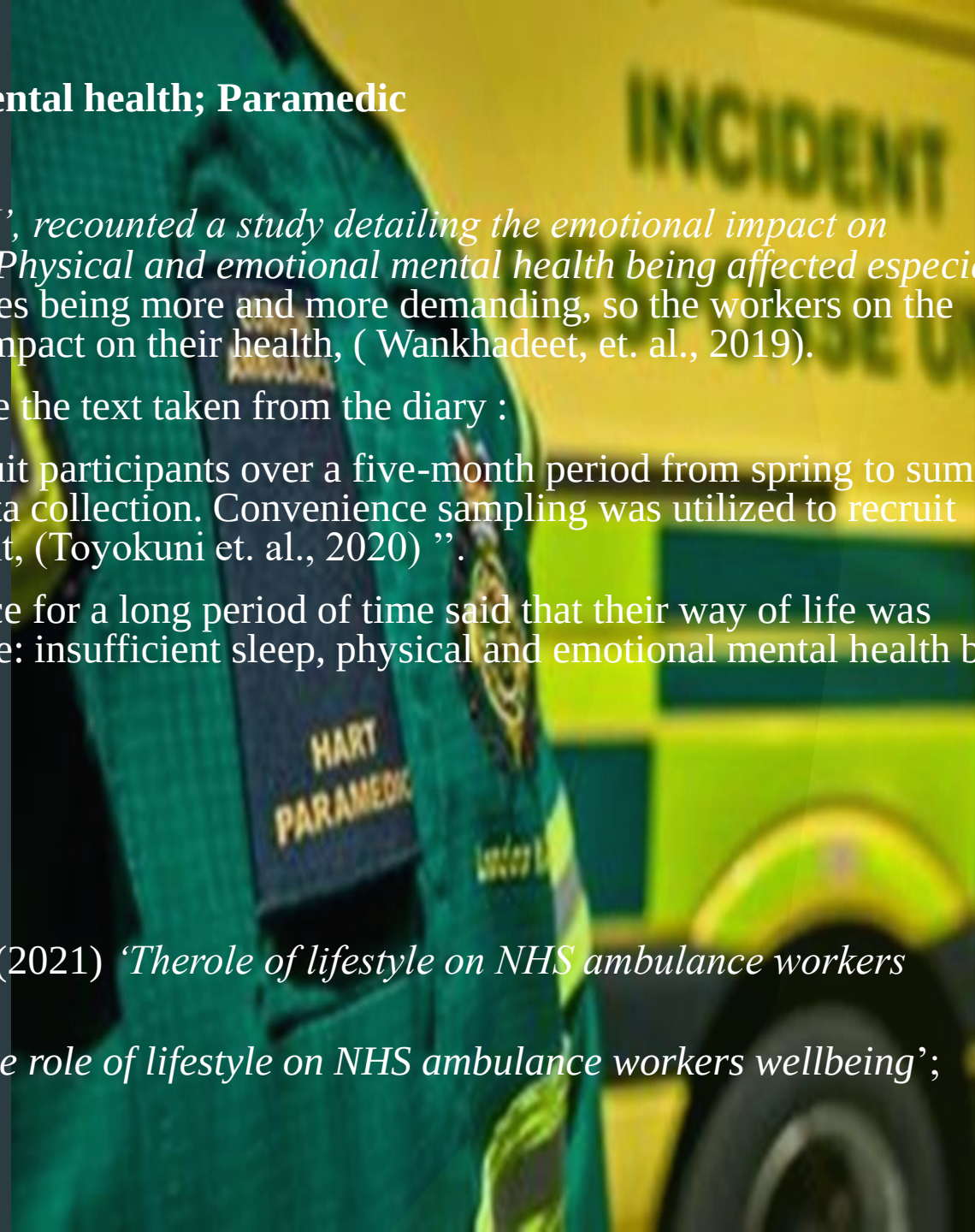
In 2019, a study was conducted in which using as a method, I quote the text taken from the diary :

„A total of four NHS Ambulance Trusts provided permission to recruit participants over a five-month period from spring to summer 2019. Appropriate NHS and Ethical approval were granted ahead of data collection. Convenience sampling was utilized to recruit ambulance workers, participants were approached through an email sent, (Toyokuni et. al., 2020) ”.

This study results reported that workers who worked on the ambulance for a long period of time said that their way of life was considerably affected with an unhealthy lifestyle. The main factors were: insufficient sleep, physical and emotional mental health b

Lucy C. Hutchinson, Mark J. Forshaw, David McIlroy & Helen Poole, (2021) '*The role of lifestyle on NHS ambulance workers wellbeing*', Journal of Workplace Behavioral Health, pp. 159-171

Hutchinson, L. C., Forshaw, M. J., McIlroy, D., & Poole, H. (2021) '*The role of lifestyle on NHS ambulance workers wellbeing*'; Journal of Workplace Behavioral Health, pp. 1-13.



Dispatching department

They can decide whether: - they can be guided by phone with the necessary medication if they find that the intervention of the ambulance crew is not required;

- If it requires care only at the place where the patient is located;
- If it requires emergency medical care at the hospital;
- Or if the patient is located, on a land without needles for

entering the ambulance and / or if the patient requires maximum intervention, then the reception section requires the intervention of the Air Ambulance, so that the patient can be transported urgently. Eaton, G., et. at., (2020), *'Contribution of paramedics in primary and urgent care: a systematic review'*.

Eaton, G., Wong, G., Williams, V., Roberts, N., & Mahtani, K. R. (2020), *'Contribution of paramedics in primary and urgent care: a systematic review. British Journal of General Practice'*; pp. 421- 426.



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