



Paramedic Services, Wales

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

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.

REFERENCE:

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.

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.

Allen, D. (2021) '*Prioritising the mobilisation of emergency medical services: patient making at the healthcare gateway*'. *Journal of Health Organization and Management*.