



## Our highly skilled paramedics...



phone 000 ask for  
'AMBULANCE'



*Our Paramedics are trained in the pre-hospital emergency medical management of patients with medical conditions and traumatic injuries.*

*Initially your 000 phone call will be answered by a Telstra operator who will transfer your call to the appropriate Ambulance Communications Centre.*

*Our specially trained Communications Centre staff will ask questions to assist getting an ambulance to the emergency as quickly as possible.*

### These questions are used to identify...

- what is the exact location of the emergency?  
*(Rural addresses should use their new rural number, VicRoads map reference or current fire map number.)*
- what is your call back phone number?
- what is the emergency? *(What exactly has happened?)*
- how many people are hurt? *(If it is an accident.)*
- is the person conscious?
- is the person breathing?
- other information as required

Our Communication Centre staff can also give first-aid advice if required while the ambulance is on the way.



RURAL AMBULANCE VICTORIA

Ph 03 5338 5000  
[www.rav.vic.gov.au](http://www.rav.vic.gov.au)

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## WHEN TO CALL FOR AN ambulance...



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## Our Story...

*Rural Ambulance Victoria is committed to providing timely specialist pre-hospital medical care and transport for sick and injured people throughout the rural, regional and remote communities of Victoria – 24 hours a day – every day of the year.*

Rural Ambulance Victoria has a fleet of over 300 ambulances and employs in excess of 1400 staff that are strategically located throughout Victoria at over 120 Ambulance Branches.

Our Clinical Practice Guidelines are based on current world best practices and our regular clinical audits ensure that our patients receive the highest level of paramedical care.

### The four steps to pre-hospital care...

- 1 Recognise early the potential seriousness of the sick or injured person's condition or the potential seriousness of the incident that has occurred.
- 2 If a person has a 'Doctor's Prescribed Treatment Plan' for a medical condition then follow that plan. However, if the usual level of relief is not achieved, then phone 000 and ask for 'Ambulance'.
- 3 Apply current first-aid techniques. *(Ask our 000 Communications Centre staff if you are unsure what to do.)*
- 4 Paramedic care and treatment given at the scene and during transport to an appropriate healthcare facility.

## When to call for an ambulance

*Early intervention can save lives, reduce pain and ease suffering. Urgent conditions that an ambulance should be called for include...*

- sudden collapse or loss of consciousness
- shortness of breath or difficulty breathing
- chest tightness, discomfort or pain lasting longer than five minutes, or not responding to medication
- sudden onset of confusion or deterioration in the level of consciousness
- reduced movement or paralysis in one or more limbs
- uncontrollable bleeding
- allergic reaction
- diabetic emergencies
- fitting, seizure or convulsion activity
- mild to severe unrelieved pain
- imminent childbirth
- poisoning and drug overdose
- amputation or partial amputation
- broken bone, muscular and joint injury
- burn
- crush injury
- electrocution or lightning strike
- hypothermia or heat stress

*Accidents, falls and objects hitting the human body can inflict unusual forces that may cause life threatening and debilitating injuries. Initially these injuries may not be immediately obvious to the untrained person.*

### Incidents that an ambulance should be called to include...

- motor vehicle accident with head-on impact
- motor vehicle accident with sideways impact and intrusion into the passenger and/or driver's compartment
- vehicle rollover
- a person being ejected or falling from a vehicle
- cyclist/motorcyclist impact
- person hit by vehicle
- entrapment
- explosion
- fall from height
- an object falling from height and striking a person
- a person attacked or crushed by an animal

### In all circumstances extra consideration should also be given to people that are...

- under 10 years old
- pregnant
- frail or incapacitated, or
- over 55 years old

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