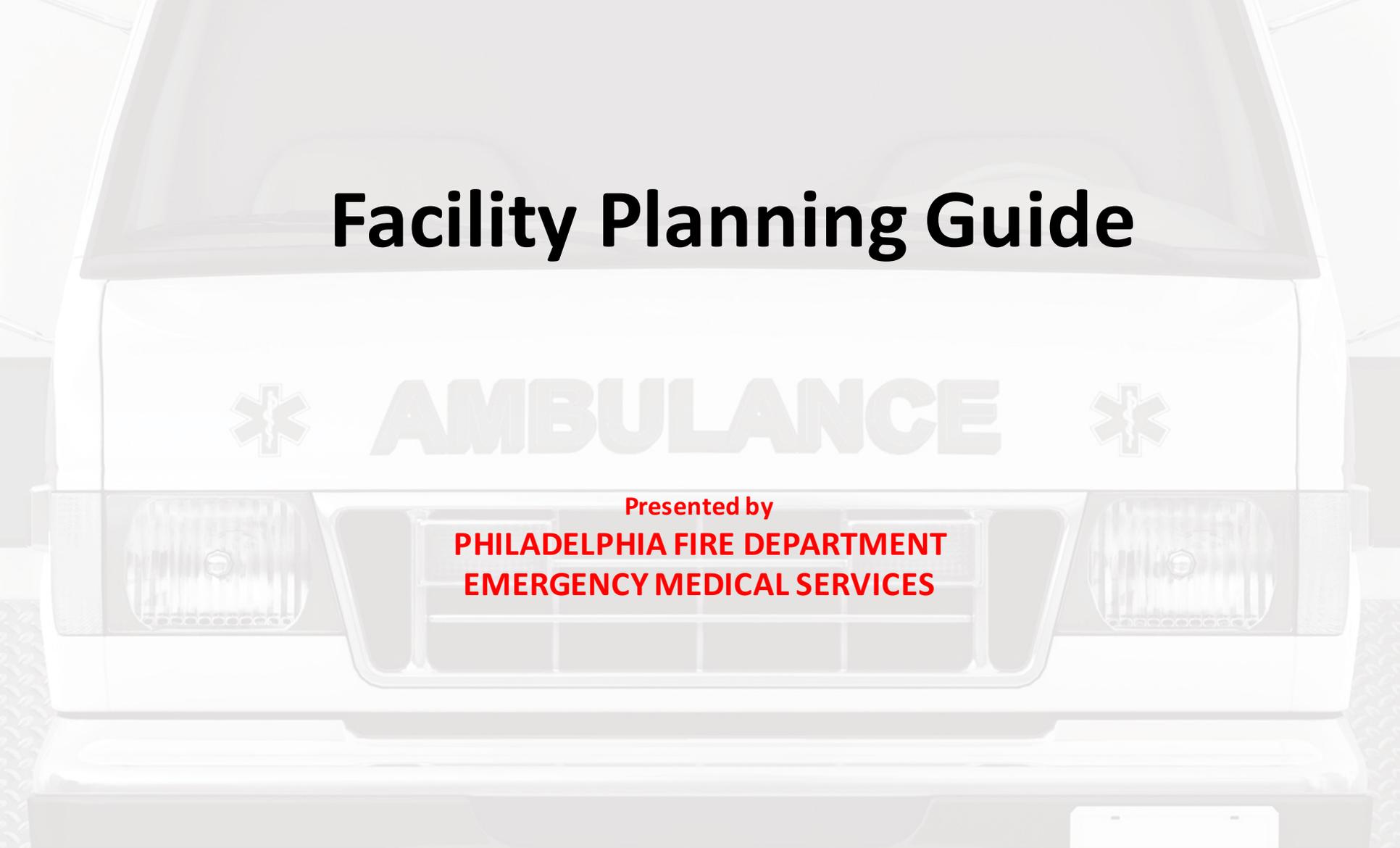


Facility Planning Guide

The background of the slide is a faded, grayscale image of the front of an ambulance. The word "AMBULANCE" is written in large, bold, capital letters across the front of the vehicle. On either side of the word is a Star of Life symbol, a six-pointed star with a caduceus in the center. The ambulance's headlights and grille are also visible.

AMBULANCE

Presented by
**PHILADELPHIA FIRE DEPARTMENT
EMERGENCY MEDICAL SERVICES**

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Be Prepared

The Philadelphia Fire Department Emergency Medical Services division deploys 50 ambulances to cover the emergency medical needs of Philadelphia's residents and visitors. In 2015 these ambulances went on 270,000 EMS 9-1-1 responses, making this one of the busiest EMS systems in the country. Demand for the PFD's medical services increases every year. A significant number of EMS responses are for low-acuity or chronic medical issues.

We encourage the public to be educated and plan for non-emergency and non-life threatening situations that may require professional medical care outside of the home. This will ensure that the PFD's ambulances are available to respond promptly when truly needed.

Here are a few tips to get your plan started.

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Planning for Facility Managers

- Managing locations where people are temporarily housed can be a challenge. With a few simple protocols, facility managers can help better manage when EMS ambulance services are called.

Protocols include:

- ✓ Who can call
- ✓ When to call
- ✓ Informing users

—

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Staff Protocols

- **Planning Tips**
 - ✓ Designate who on staff should call when facing a true emergency at the facility
 - ◆ All work shifts should have an designated person/position.
 - ✓ Train staff to recognize a true emergency requiring emergency transport
 - ✓ Contract with a private ambulance service
 - ✓ Develop a list of close by urgent care provider sites
 - ✓ Inform facility users about emergency call procedures
 - ◆ This should be conveyed at intake processing
 - ✓ Post information throughout the facility about emergency procedure.

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Facility User Protocols

In the absence of intentional guidelines about calling EMS ambulance services, abuse is the result.

Inform facility users of the staff emergency protocols employed at the facility. Include the following information:

- ✓ who or what staff position/member is responsible for emergency procedures
- ✓ what is an emergency
- ✓ post reminders about those protocols around the facility

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Transportation Management

Develop a list of services to support emergency and non-emergency transportation providers.

Include:

- ✓ Ambulance providers
- ✓ Private car services
- ✓ Medical Insurance sponsored transportation services
- ✓ Public transportation including paratransit and CCT
- ✓ Urgent care facilities near by

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When To Call 911

Use an ambulance when:

- ✓ The condition appears to be life threatening
 - ◆ Are there indications the person could die without getting to the hospital right away?
- ✓ The condition could worsen and become life-threatening on the way to the hospital
 - ◆ Are there indications the person may deteriorate quickly?
- ✓ Could moving the person cause additional injury?

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Acute Emergencies

Symptoms that require ambulance service

- ✓ Severe difficulty breathing, especially that does not improve with rest.
- ✓ Chest pain
- ✓ A fast heartbeat (more than 120-150) at rest especially if associated with shortness of breath or feeling faint
- ✓ You witness someone faint/pass out or someone is unresponsive (comatose)
- ✓ Difficulty speaking, numbness, or weakness of any part of the body
- ✓ Sudden dizziness, weakness or mental changes (confusion, very odd behavior, difficulty walking)
- ✓ Sudden dizziness, weakness or mental changes (confusion, very odd behavior, difficulty walking)
- ✓ Sudden blindness or vision changes
- ✓ Heavy bleeding from your mouth, nose, vagina or bottom
- ✓ Bleeding from any wound that won't stop with direct pressure
- ✓ Broken bones visible through an open wound, or a broken leg
- ✓ Drowning
- ✓ Choking
- ✓ Severe burns
- ✓ Allergic reaction, especially if there is any difficulty breathing
- ✓ Extremely hot or cold
- ✓ Poisoning or drug overdose
- ✓ New severe headache
- ✓ Sudden intense severe pain
- ✓ Someone is threatening to hurt or kill themselves or someone else

Source: American College of Emergency Physicians

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At the scene of an emergency

- ✓ Evaluate the scene
- ✓ Assess safety
- ✓ Prioritize care
- ✓ Check for medical alert tags
- ✓ Do head-to-toe check
- ✓ Move only if necessary

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Resources

First Aid Translation:

This link provides multiple language translation for common first aid procedures and health conditions.

<https://www.nlm.nih.gov/medlineplus/languages/languages.html>

Private Ambulance Services:

Use this link to locate ambulance services that will contract directly with your facility to provide transportation services.

<http://www.phila.gov/regionalems/PDF/Phila%20Based%20Ambulance%20Mailing%20Address%20-%20Philly%20Only%207-17-13%20%282%29.pdf>

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Thank You

To request a community education workshop
contact us at 215-686-5993.

For more information visit our website at
www.Phila.gov/Fire

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