



# Oswald Road Procedure for Contacting Emergencies Services

## Requesting an Ambulance

**Dial 999.**

**Speak clearly and slowly.**

**Be ready to repeat information if asked.**

You will be asked for three key pieces of information:

1. your telephone number
2. the location you want the ambulance to be sent to
3. the reason for the call

1. School's telephone number is \_\_\_\_\_

2. School Name \_\_\_\_\_

School Address \_\_\_\_\_

School Postcode for SAT NAV \_\_\_\_\_

Best entrance to the school site \_\_\_\_\_

Exact location of the patient within the school \_\_\_\_\_

STATE THAT THE AMBULANCE WILL BE MET BY A MEMBER OF STAFF WHO WILL TAKE THE CREW TO THE PATIENT

3. Name of Child \_\_\_\_\_

Age of Child/Dob \_\_\_\_\_

Description of Child's Symptoms \_\_\_\_\_

Inform if underlying Medical Condition \_\_\_\_\_

Inform if any emergency rescue medication has been administered *e.g. midazolam - epilepsy, EpiPen - allergies, glucose - diabetes*

Inform if any emergency procedures have been carried out *e.g. suction/trache tube replacement - tracheostomy, button replacement - gastro feed*

### On Arrival of the Ambulance

- Member of staff to meet crew and escort crew to the patient
- Member of staff to pass over empty packaging of any rescue medication administered, if appropriate
- In the case of a child with complex needs, member of staff to pass over the child's IHCP or summary letter stating child's medical condition and medication
- Member of staff to travel in the ambulance with the patient

**If there has been an accident, please fill in the relevant paperwork in the school office.**