

Vocabulary

expedient wskazany, celowy, stosowny
pertinent stosowny
deploy rozlokować, wdrożyć, skierować
'first come first served' zasada: „pierwsze zgłoszenie ma pierwszeństwo”
dispatcher dyspozytor

- Imagine that you are about to begin serving on an emergency ambulance, what questions would you ask its crew to gain direct job-related knowledge, advice, tips?
- Compare the questions, imagine what answers you might get and discuss them.

B. Reading

Task 1

Read the passage and answer the questions.

Emergencies are accidents and diseases with a sudden onset which require immediate medical assistance and intervention, the life and health of the affected person often being dependent on how fast and how expedient the assistance is.

When 999 (or 911) is dialled, usually in the event of an accident or illness, the telephone operator asks the caller which emergency service is required, the telephone number and name of the caller as well as the condition of the victim(s) is (are) in. The call is immediately passed to the pertinent services, including the accident and emergency control centre.

Central Ambulance Control must ensure that resources (medical staff and vehicles) are deployed effectively and efficiently. The ambulance call taker must ask the callers the right questions to ascertain the severity of the illness/accident and to prioritise calls. The point is to ensure that patients are treated according to clinical need and not on the 'first come first served' basis. For instance, the dispatcher will not only dispatch the nearest ambulance to the incident but may divert an ambulance on its way to a non-life-threatening case to a life-threatening one. The role of the call taker and the dispatcher are thus critical to the effectiveness and efficiency of the system. It is the call taker that guides the caller through a series of questions about the patient's condition and/or the nature of the incident and passes vital information on the dispatcher. It is also the call taker who should

be able to relay specific medical instructions to the caller until the ambulance crew arrive in emergencies so serious that something has to be done to the victim with no delay. The role of the dispatcher is to assess the severity of the case and deploy appropriate ambulance resources to the incident almost instantaneously. All calls to the Ambulance Control are recorded.

1. What are emergencies?
2. What information should a caller provide dialling 911? Explain why.
3. What does the 'prioritising' of calls refer to? Why is it necessary?
4. Is the role of the call taker and the dispatcher limited to answering emergency calls?
5. Why are calls to the Ambulance Control recorded? What do you think?
6. What are the questions a call taker or dispatcher should ask a 911 caller?

C. Listening

Task 2

Listen and complete the dialogues between the caller (C) and the call taker (CT).

Dialogue 1

18

- C: There's been a car accident. Please, send an ambulance.
CT: What's you are calling from?
C: It's my mobile,
CT: What's of the accident?
C: It's just outside my house, 24 Green Street.

CT: How many

C: One, a woman hit by the car.

CT: What's her

C: She's lying crumpled on one side, not moving. There's a lot of around.

CT: Don't her. I'm an ambulance.

(the call taker reports to the dispatcher)

CT: An in 24 Green Street. A hit by a car,, not moving.

Dialogue 2

19 

C: You must send an ambulance. My sister's dying. Hurry, please!

CT:, please. What's your name?

C: Amy Greyhound.

CT:

C: 142, Liverpool Avenue. When are you coming?

CT: First things first.?

C: 670 25 75.

CT: with your sister?

C: She can't breathe. She's very pale and she seems to be in some kind of a seizure.

CT: your questions?

C: No. But she's not fainted.

CT: any chronic diseases?

C: No.

CT:

C: 46. Are you going to help me? She's not getting better.

CT: The ambulance to your place.

Task 3

Recap and pass the information on the victim to the dispatcher.

D. Speaking

Task 4

In groups discuss what assistance and how urgently the victim needs.

E. Reading and Vocabulary Practice

Task 5

Complete the text with the words from the box and answer the questions.

apply • wait • alert • carry • perform • transport • provide • get • maintain • delivery • arrival • disposal • lying • sitting • keeping • monitoring • trained • equipped • staffed • distant • low • poor • urgent • limited

The ambulance resources the dispatcher has at his/her may include: an accident and emergency ambulance, motorcycle, air ambulance, rapid response vehicle, first responder and urgent transfer vehicles.

An accident and emergency ambulance (AEA) is normally with a paramedic and a technician crew. It should be fully to deal with most circumstances as well as transport patients either or down on a stretcher.

A motorcycle has the benefits of rapid on the scene of an emergency and speedy of advanced life support techniques.

equip wyposażyc
rapid response vehicle karetka
specjalistyczna (S)
urgent transfer vehicle karetka
podstawowa (P)