

Ambulance Attendance Policy

Rationale

At times of accidents or illness, the school may be required to call an ambulance to transport a student, staff member, or community member to hospital. As the ambulance service is a potentially expensive option for families, and as the ambulance service is a vital community resource which should not be used in a frivolous manner, appropriate processes for requesting the attendance of the ambulance service must be followed.

Aim

To ensure that all members of the school community understand the school's position and processes regarding the attendance of the ambulance service.

Guidelines for Implementation

1. All staff and families will be encouraged to have up-to-date ambulance cover.
2. Each year, via the newsletter or other such method of communication, parents will be informed that they are responsible for any medical expenses such as ambulance costs incurred if their child is injured or requires an ambulance at school, or whilst participating in a school activity.
3. Family ambulance membership details will be recorded on enrolment forms, updated as required and staff membership details will be recorded on their staff information sheets which are updated annually.
4. At times of accident or illness, a first aid trained staff member/s in attendance will confer and make a decision as to whether or not they should request the attendance of the ambulance service. In doing so, the health and safety of the patient will be the only determining factor. Ambulance membership, or potential costs to families will not be a point of consideration.
5. Parents (or next of kin for an adult) will always be contacted as soon as possible so that they may be in attendance when the ambulance arrives.
6. A member of the office staff/first aid trained staff will be responsible for contacting the ambulance service.
7. A card containing school details and a script for ensuring that the correct details are given to the 000 operator is to be found by phones in the school administration area and staffroom.

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8. A safe entry point will be made available for the ambulance, a member of staff will stand by the street to ensure that the ambulance can find the nearest and best entry point and students will be kept away from any accident scene.
9. The school's administrative staff will ensure a CASES 21 printout of a student's or staff member's details are available to ambulance officers upon arrival.
10. Upon the principal's discretion a staff member may accompany a student transported by emergency services when one or more of the following applies:
 - a parent/guardian or emergency contact person cannot do so
 - the age or development of the student justifies it
 - the student chooses to be accompanied
 - alternative supervision for remaining students can be arranged.
11. Office staff will do everything possible to ensure that parents or next of kin are aware of the hospital to which the patient is being transported.
12. Office staff will ensure that the Principal or next most senior staff member is apprised of the situation.
13. The staff member who first attended will be responsible for filling in an Injury Report and ensuring that any witness details are correct.
14. The Principal or office staff will be responsible for contacting Emergency Management (if appropriate) and logging an incident call after the immediate health needs of the injured person have been attended to.

Evaluation

This policy will be reviewed as part of the school's three-year review cycle.

Appendix

A guide to calling an ambulance – see below.

Emergency Ambulance

Dial 000. Ask for ambulance

Be ready to answer their questions as best you can:

- **What is the exact location of the emergency?**

Oak Park Primary School
Willett Avenue Oak Park 3046
(nearest intersection is Grandison Grove and Willett Avenue)

- **What is the phone number you are calling from?**

(Oak Park Primary School number: 9306 9182)

- **What is the problem? What exactly happened?**
- **How many people are hurt?**
- **How old is the person?**
- **Is the person conscious (awake)?**
- **Is the person breathing?**

Stay on the phone unless told to hang up. Follow the call taker's instructions while waiting for the ambulance. These instructions will help the patient and the ambulance paramedics.

As soon as the location and type of emergency is confirmed, an ambulance will be dispatched by the dispatch team. The call taker will continue to ask more questions about the patient. The questions help the call-taker to prioritise the request for an ambulance promptly and determine whether the patient requires an alternative service or additional services such the Mobile Intensive Care Ambulance (MICA) paramedic skills.

For more information on calling Triple Zero (000), visit the [ESTA web site](#).

To assist the ambulance:

- *Answer each question calmly, accurately*
- *Ensure the property is clearly identifiable*
- *Have someone wait outside for the ambulance*
- *Have any current medication ready*

Ring back on 000 if the patient's condition changes