



DEDER GENERAL HOSPITAL
EMERGENCY AND INJURY CARE DEPARTMENT
AMBULANCE SERVICE PRPTOCOL



PREPARED BY: HSQU

JULY 2016 E.C
DEDER, EASTERN ETHIOPIA



PROTOCOL APPROVAL SHEET

NAME OF PROTOCOL: AMBULANCE SERVICE PRPTOCOL

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THIS PROTOCOL IS EFFECTIVE
FROM
JULY 2016 E.C TO JUNE 2018 E.C

Table of Contents

<i>PROTOCOLAPPROVEAL SHEET</i>	2
Introduction.....	4
Procedure:	4
Procedure on Ambulance services	4
List of equipment available in the ambulance:.....	7

Introduction

The hospital shall provide a well-equipped ambulance with emergency medicines and basic life support equipment's to facilitate efficient and timely transportation of a patient to and from the hospital under the care of trained nursing staff / doctors. The ambulance is designed and is appropriately equipped to respond to medical emergencies. Checklists of all equipment and emergency medication shall be checked on a daily basis. The hospital shall ensure that the ambulance is manned by trained personnel.

Procedure:

Procedure on Ambulance services

1. Hospital's ambulance is equipped to ensure smooth, safe and efficient transfer of patient to and from a Health Care Facility.
2. Hospital's ambulance shall be available at the hospital for meeting any emergencies. An alternate ambulance shall be made available on call from outside agency.
3. The ambulance drivers and the drivers on call are provided with cell phones. Drivers shall promptly respond when called upon from the hospital or from the emergency site.
4. If there is any delay in reaching the site, the reason shall be mentioned in "Ambulance register". 5) In the event of these ambulances being busy, the drivers, front office staff, security staff on duty must call for help from other private ambulance services.
5. Before transporting the patient, hospital shall ensure that appropriate communication regarding the referral of patient is given to the receiving hospital.

6. The complete address regarding the location of referring HCF(health care facility), demographic data of patient, his/her illness and the complete address of referral HCF must be properly communicated to the staff of that ambulance service.
7. A transport ventilator shall be made available for use in special situations. Intubated patients connected to ventilator must be transported accompanied by a doctor and/or trained staff nurse.
8. Designated clinical staff if required shall accompany the patient during the transfer and record in the patient file all care and treatment administered during transfer.
9. Names of staff accompanying the patient shall be recorded in the patient file.
10. Emergency drugs shall be available in the ambulance and ensured that no expired drugs are found available.
11. There shall be a checklist for emergency medicines and equipment that need to be checked in every shift by a staff nurse; in case of any equipment repairs, the same is brought to the notice of relevant bio-medical engineer for rectification. (Ref: Checklist for ambulance).
12. The emergency drugs shall be replenished from time to time.
13. Adequate consumables and drinking water shall be made available in the ambulance.
14. Availability of adequate number of medical gases cylinder (oxygen cylinder with regulator) shall be ensured.
15. The treating doctor shall also ensure that the ambulance is equipped to respond to medical emergencies as per the need of the patient.
16. While transporting a patient to another destination, if the medical condition of that patient becomes very serious, the driver shall take the ambulance to the nearest Hospital for immediate medical attention to

that patient. This shall also be informed to the hospital and concerned doctors. 18) The hospital shall ensure that a designated person from the facility will coordinate this service effectively and ensure the timely transportation of the patients by ambulance in case of emergency. 19) The ambulance service contact numbers shall be displayed in front of the reception counter as well as other appropriate locations in the facility.

17. 20) Treatment given to the patient from the referring/transporting HCF (health care facility) including demographic data of patient, diagnosis, reason for referral, medications administered, diagnostic test results, and all available procedural and therapeutic interventions must accompany with patient/guardian/relative/Ambulatory staff while transporting the patient through an ambulance.
18. 21) Qualified clinical / paramedical staff must accompany the patient in an ambulance while transportation to the receiving facility.
19. 22) It is the responsibility of management and staff of the referring / transporting hospital to check that the ambulance is well equipped and all equipments are functional to respond to medical emergencies during the patient transportation in a stipulated time frequency.
20. 23) The referring hospital management will be responsible for any delay (if happened) in transporting the patient to the referred health care facility.
21. 24) After each patient transfer by ambulance, it is the responsibility of the driver/In Charge Nurse to dispose of all used disposable and contaminated items and replaces them with new.
22. 25) All other items including emergency medicines should also be replaced.

23. 26) The treating doctor shall stabilize the patient and ensure that the treatment given to the patient at the facility is documented and duly named, signed, dated and timed.
24. 27) The necessary document shall be sent along with the patient at the time of transportation to the referred facility.

List of equipment available in the ambulance:

1. O2 filled cylinder (small) with flow meter.
2. Stethoscope.
3. Ambu bag with mask
4. Suction apparatus
5. Suction catheter.
6. Laryngoscope with blade
7. Glucometer
8. BP (Blood Pressure) apparatus
9. ET (Endotracheal tube) Stillet
10. IV Fluids with stand
11. Portable stretcher
12. Torch
13. Scissors
14. Cardiac Monitor
15. Dressing Materials
16. Bandage
17. Pads & Bandage
18. Sterile Dressing Tray
19. Emergency medicines
20. Sterile Scissors.
21. Thermometer.
22. Bed pan & urine pot
23. Disposable sanitary bag.
24. Syringes and needles
25. Mackintosh and extra linens
26. IV tubings
27. Foley's catheter and
28. Nasogastric tube.