

# National الإسعاف الوطني Ambulance



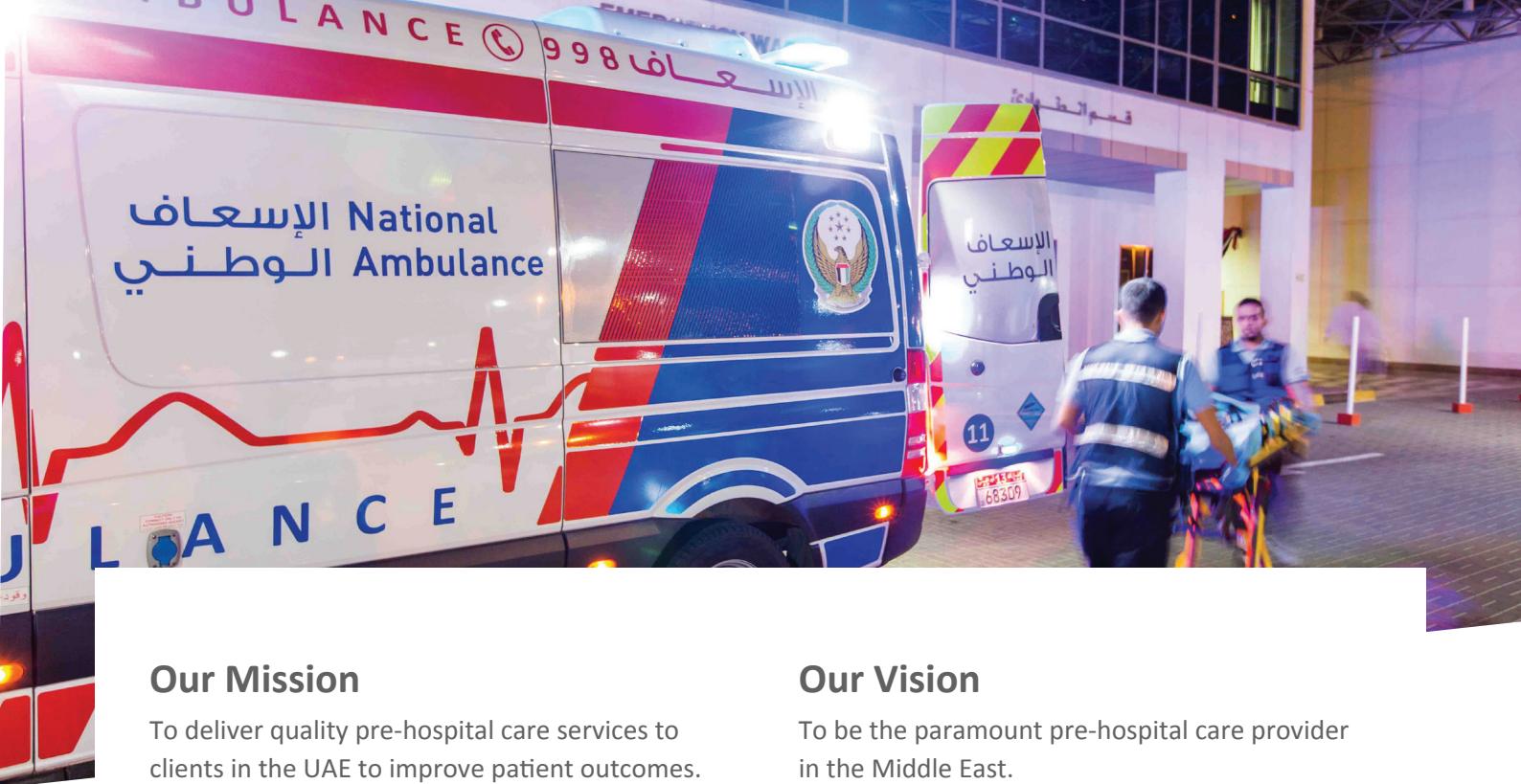
## Corporate Brochure



Organization Accredited  
by Joint Commission International



November 2020



## Our Mission

To deliver quality pre-hospital care services to clients in the UAE to improve patient outcomes.

## Our Vision

To be the paramount pre-hospital care provider in the Middle East.

## About National Ambulance

National Ambulance (NA) was established in 2010 as a pre-hospital emergency care provider with a mission to serve the people of the United Arab Emirates (UAE) working with both the government and private sectors. Since inception, National Ambulance has focused on steadily improving its performance by adopting excellence standards utilising modern technology, and by providing quality emergency care where saving lives and protecting the community's safety is at the core of its operations.

Supported by a fully integrated Ambulance Communications Centre and utilising an advanced fleet of vehicles, National Ambulance provides a variety of medical emergency care to patients in the UAE. Through a dedicated 998 emergency number and mobile App, National Ambulance directly serves the community in the Northern Emirates as its dedicated emergency ambulance service, part of the UAE's vital frontline emergency response. National Ambulance is also a partner in national emergency response working with other emergency service providers across the country to protect the community during emergencies and times of crisis.

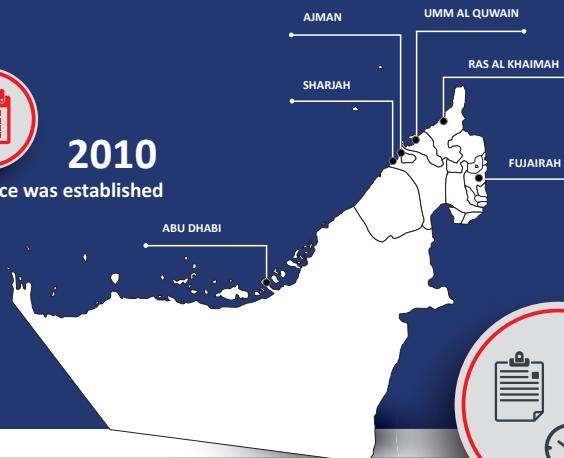
National Ambulance's specialised teams also provide contracted or stand-alone services for a wide range of emergency-related requirements from basic emergency medical services (EMS), emergency medical coverage at private and public events, non-emergency patient transport, helicopter emergency medical services to ongoing onsite medical support and EMS consultancy.

As part of its internationally recognised Training Centre, accredited by the American Health Association (AHA), the National Association of Emergency Medical Technicians (NAEMT) and the American Health and Safety Institute (ASHI), National Ambulance offers training for the community in first aid, CPR AED and other health awareness issues, as well as internationally accredited courses for healthcare professionals. It is also an authorised National Registry of Emergency Medical Technicians Recertification site.

Through clinical governance, National Ambulance ensures compliance with local regulations and maintaining international standards so patients receive the best possible care. Excellence at National Ambulance has been recognised through ISO 9001, ISO 14001 and OHSAS 18001 certification; and its services are internationally accredited through Joint Commission International (JCI).

**2010**

National Ambulance was established



## Facts About NA

- Delivering reliable emergency medical services in the UAE
- Modern fleet of 100 emergency vehicles, 60 of which are in the Northern Emirates
- Dedicated Communications Centre equipped with the latest EMS communication technologies
- 615 employees from 30 countries
- Utilising latest technology and emergency medical equipment
- Internationally recognised training centre accredited by AHA and NAEMT
- Accredited by Joint Commission International (JCI)
- ISO 9001, ISO 14001 and OHSAS 18001 certified

## Maintaining Clinical Excellence

The frontline experience and skillset of our team are reinforced through robust Continuing Medical Education (CME) and regular monitoring and evaluation, including simulation-based competency assessments to ensure performance excellence. This ensures our clinical professionals maintain their knowledge and skills in accordance with international best practice, as well as fulfilling the international accreditation requirements and local regulations required by the Ministry of Health and Prevention (MOHAP) and Department of Health Abu Dhabi (DOH-Abu Dhabi).

Ongoing training and monitoring enable our clinical staff to maintain the standards necessary to provide high levels of care required in emergency medical services and deliver the best patient outcomes.

## Emiratisation

Emiratisation is a central pillar of National Ambulance's strategic framework. Reflecting the policy and vision of the UAE government, we continually seek talented UAE Nationals to join our workforce to contribute to this vital sector and support their growth as future leaders.

In line with our commitment to support the Emiratisation of the UAE medical sector, over the last three years, we trained and prepared Emiratis to serve on the frontline of emergency medical service as part of our Emirati Emergency Medical Technician (EMT) Programme which was established in 2017. Successful graduates received a professional qualification in pre-hospital care and were offered the opportunity to join National Ambulance and work on the frontline in service of the community. Moving the initiative forward, a new mechanism was adopted in 2020 to form strong partnerships with reputable academic institutions in the country which have existing credible EMS programmes. As part of that, we will offer their students sponsorship and employment opportunities.



## NA in the Northern Emirates

National Ambulance commenced operations in the Northern Emirates in 2014. Through an advanced fleet of vehicles and a skilled clinical team, National Ambulance provides the public with round-the-clock pre-hospital emergency medical care serving a population of around two million people. Our units are deployed across 60 different locations across the five emirates to provide the appropriate response to emergency calls in line with international best practice. Our units also coordinate closely with Police and Civil Defense jointly responding to fire, motor vehicle accidents, mass casualty incidents and other emergencies. Calls are directly received from the public through the emergency ambulance 998 number or through Police and Civil Defense Operations rooms. To reach patients in remote areas or accident scenes for a faster transport to hospitals, National Ambulance jointly operates a Helicopter Emergency Medical Service (HEMS) in partnership with the Ministry of Interior's Air Wing Department.

**February 2014**

Service started

**998** Emergency Ambulance Number**NA 998**

Emergency Ambulance Mobile App

## Modern Fleet of:

**60** Ambulances**4** First Response Units**7** Incident Command Responders**475** Qualified Operations staff**42** Emergency Medical Dispatchers and Call Takers receiving calls in 5 languages

## Emirati Emergency Medical Technician (EMT) Initiative

**2017-2018** Trained and hired 13 Emirati EMT graduates**2018-2019** Trained and hired 24 Emirati EMT graduates**2019-2020** Trained and hired 33 Emirati EMT graduates**2020-2021** Sponsoring 40 Emirati EMT students

# Advanced Emergency Clinical Service

The advanced equipment and technologies that National Ambulance uses is critical in improving patient survival while minimising complications. Examples of the advanced equipment we use are:



## Fleet of Modern Ambulances

Our modern fleet of Mercedes Sprinter 324 ambulances are built to National Ambulance's specific requirements and adhere to CEN1789 European Safety Standards, including dynamic crash testing in all directions. The vehicles are equipped with modern life-saving equipment for high quality emergency pre-hospital care, featuring computer-controlled auxiliary electrics with landline battery charging; making this a safe and reliable vehicle for both patients and clinical staff. The fleet also combines first response units equipped with the necessary medical equipment to provide basic medical care on scene in addition to incident command responders that provide support during mass causality incidents.



## Specialised Ambulance Communications Centre

Our control centre is equipped with advanced technologies and manned by a qualified workforce to efficiently and effectively manage calls utilising an intelligent system in mobilisation and allocation of ambulance resources. Our team of call takers and dispatchers can speak more than five languages and are supported by a team of experienced clinical staff. They are highly trained to give clinical instructions and manage the incidents, in line with approved protocols, over the phone until the ambulance's arrival. The technologies used include; electronic mobilisation of ambulance resources, GPS tracking of emergency vehicles and an electronic pre-alert system that facilitates alerting hospitals for receiving critically ill patients which allows hospital staff time to be ready with the required medical resources, equipment and treatment.

## Mechanical Chest Compression Device

Sustaining circulation through regular chest compression for patients with sudden cardiac arrest is critical in saving lives. All our ambulances are fitted with Mechanical Chest Compression devices, which deliver rhythmically-timed and effective compressions, improving the victim's chances of both survival and minimising neurological impact.



## NA 998 Emergency Ambulance App

The NA 998 App is a mobile-based application that allows users to request an emergency ambulance in an emergency situation from locations within National Ambulance's service areas in the UAE. The App improves efficiency in responding to incidents by directly connecting users with National Ambulance's Communications Centre where they can share their geographical location to dispatch an ambulance. The App also offers a handy first aid guide with easy to follow steps on how to deal with a variety of emergency situations.



## Defibrillator/ Monitor

The defibrillator and monitor equipment we use offer a comprehensive acute cardiac care response system, with a proven track record in Emergency Medical Service during life threatening situations; designed to cater for both monitoring and lifesaving interventions. It monitors multiple clinically important parameters, such as non-invasive blood pressures, pulse oxymetry, oxygen saturation, end tidal carbon dioxide levels and heart rate. In addition, it allows for lifesaving interventions, such as Defibrillation, Cardiac Pacing and Synchronised Cardioversion. The system balances sophisticated clinical technologies and supreme ease of use sufficiently robust to stand up to the most challenging environments.



## Electronic Patient Care Record (ePCR)

Access to patient information plays an important role in providing a high level of care. Our ePCR is a smart device, which provides an accurate record of incidents relating to a patient's clinical situation, history and practitioner interventions. Data is entered remotely from the field into the smart device and transmitted to the specialised clinical team who review the data and use for clinical analysis, research and development.



## Clinical SiM Centre

The mission of the Clinical Simulation Centre is to improve patient outcomes with effective programmes that promote and enhance practitioner skills, clinical competence, teamwork, and interdisciplinary collaboration. We use the latest simulation technology to support our learning objectives in training, offered as part of our Continued Medical Education (CME), available for EMS providers. Our Simulation Labs offer an interactive hands-on learning environment to practice life-saving skills, proving an ideal method for training on a variety of clinical scenarios.

## Our Services

Our specialised and highly trained teams of Doctors, Paramedics and Emergency Medical Technicians (EMTs) are able to provide different levels of emergency pre-hospital care from basic (BLS) to advanced life support (ALS) through a variety of emergency care solutions and services. We work in partnership with our clients to devise medical emergency strategies and develop customised plans that meet their health and safety requirements, consistent with local regulations and international best practice.

Our services cover all types of emergency ambulance services ranging from basic emergency medical services (EMS), non-emergency patient transport, event coverage, helicopter emergency medical services and onsite medical support to EMS consultancy, first aid courses and specialised training for health professionals.

### • Emergency Medical Services (EMS)

We provide comprehensive urgent pre-hospital care for serious illness and injuries, starting from scene management and treatment, to stabilisation and transport to hospitals to receive further treatment. Our qualified clinical staff, combined with advanced medical technology, equipment, medication and supply enable us to provide the appropriate care for patients in any types of medical emergencies, public health crisis and trauma.



### • Onsite Medical Support

We offer onsite emergency medical support from small to large-scale organisations, in public and/ or secure locations, either for a workplace or a venue that receives a high number of visitors or projects in remote locations. Usually provided for higher risk industries, this onsite medical response provides peace of mind to staff and management that highly trained personnel are ready to deal with any type of emergency and critical health and safety situation.

### • Emergency Medical Coverage at Events

We provide tailored emergency medical cover for all types of events; ranging from small groups to mass public gatherings to ensure that participants and spectators are cared for if incidents or accidents occur. From risk assessment to deployment, our team of highly experienced Doctors, Paramedics and EMTs has the expertise to meet whatever the need, whenever required.





- **Emergency Medical Care Consultancy**

We provide stand-alone, tailored emergency care consultancy solutions that meet our clients' health and safety objectives. Utilising our team of experts, we can provide solutions to fit the needs ranging from medical risk and site assessments, workplace medical facility fit-out to medical incident response management or exercises and emergency performance evaluations.

- **Education and Training**

We are a recognised continued medical education (CME) provider by the Department of Health- Abu Dhabi. Our internationally recognised training centre is accredited by the American Heart Association (AHA), National Association of Emergency Medical Technicians (NAEMT) and American Safety and Health Institute (ASHI). We are also an authorised National Registry of Emergency Medical Technicians Recertification site. Our centre offers training for the community in first aid, CPR AED and other health awareness issues, as well as internationally accredited courses for healthcare professionals, emergency medical services providers and personnel.

- **Helicopter Emergency Medical Services (HEMS)**

To deliver an enhanced emergency response capability, we provide, with our partners, a dedicated Helicopter Emergency Medical Service (HEMS) to transport critically ill or injured patients to emergency departments at hospitals. The comprehensive emergency healthcare response we offer is consistent with international best practice standards for aviation safety and clinical care.

- **Non-Emergency Patient Transport**

We provide a professional medical transport and emergency care service for patients who need to be moved between health facilities or between home and the hospital or to and from medical appointments, and at the same time do not require a time critical ambulance response. Our clinical teams with the right expertise and medical equipment are able to provide, whether on the road or via air, the specialist support needed to ensure a smooth and safe journey to the patient.

- **Clinical Manpower Services**

We are able to provide, deploy and manage, on clients' behalf, licensed and experienced emergency medical professionals including Doctors, Paramedics and EMTs. Based on the need, we offer a customised manpower solutions for a variety of services ranging from urgent care emergency medical services, emergency vehicle or health facility staffing and event coverage to inter-facility patient transport and more.



# الإسعاف National الوطني Ambulance



## Contact Us

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