DEMO CASE. BLEEDING CUT.

D: Emergency dispatch centre. Are you calling from 555-12345?

C: Yes hallo, I need help!

D: You are now connected via a videolink and I can see what you are filming with your camera.

C: Can you see what I am filming?

D: Yes. Please tell me your emergency.

C: My daughter was working out in the garage and she has cut herself in her left arm. I think she was working with an angle grinder. She just came running inside the house screaming. I think her hand is completely cut off and it’s bleeding very much! She is covering what is rest of her arm with her other hand.

D: Ok! Where are you calling from?

C: The address is 101 Main street in Stavanger.

D: Ok. Good. I can see in the map where you are located. Are you together with your daughter now? Is she awake?

C: Yes she is here with me and she is awake. There is blood everywhere!

D: Can you please turn the camera towards the injury so that I can see it?

C: Ok. Can you see it now?

D: Yes. I understand what you mean. It seems that the hand is missing. We will send an ambulance to your address immediately. Is this the only injury she has sustained or are there more injuries?

C: (Talking to his daughter. Do you have any more cuts?) No. It seems to be a single cut. She is really pale, and I think she is about to faint.

D: OK. Please help your daughter to lie down on the floor. The ambulance is on its way. It seems that the injury is still actively bleeding and I need you to try to stop the bleeding immediately. Do you have a clean cloth, towel or something that you can use to stop the bleeding?

C: Yes, I have a kitchen towel here. What should I do?

D: Fold the towel and press is firmly to the cut. At the same time you need to elevate the arm.

C: OK. My wife is here now. I will ask her to hold the camera, while I am following your instructions so that you can see what we are doing.

D: Very good. That is fine. You can press even firmer and elevate the arm straight up. Just keep doing this and do not pause until the ambulance has arrived and continue the treatment.

C: This is really painful for my daughter!

D: Yes, I understand that, but you have to continue this. The ambulance will be there within a few minutes. Do you know where the rest of her hand is?

C: (Talking to his daughter. Is the hand still in the garage?) Yes! She says that her hand is in the garage.

D: OK. Can you ask your wife to pick up the hand and bring it in to the kitchen?

C: OK. She ran out and just brought it in. What should I do with it?

D: Can you ask your wife to wrap it up in a moist clean cloth and put it in a plastic bag?

D: Please continue to press firmly towards the arm and continue this until the ambulance arrives. Do not stop to check if it’s still bleeding, ok?

C: OK. I can hear the sirens now.