**Burn scenario PRKEG - Transcription**

Caller: Hello.

Dispatcher: Discussion how can I help you?

Caller: Hello, can you hear me?

Dispatcher: I can hear you.

Dispatcher: Dispatch center are you calling from 55512345?

Caller: Yes.

Dispatcher: You are now connected via a video link.

Caller: OK. Can you see the video on? No.

Dispatcher: Yes, I'm your connected VI video link so I can see what you are filming.

Dispatcher: Please tell me your emergency.

Caller: OK.

Caller: Yeah. Hello. I'm. I'm with my girlfriend.

Caller: She was starting a fire, a wood fire in a sauna, and there was some kind of problem. I I I don't really know what happened.

Caller: There was a lot of smoke and then her clothes caught fire and we have managed to put the flames out, but it's really painful.

Caller: Her chest and both arms are completely burnt.

Dispatcher: OK, your name is John Brock.

Dispatcher: And what is the patient's name?

Caller: Yes, Julia.

Caller: Jones.

Dispatcher: OK. It's. Yeah. Is, is Julia awake?

Caller: Yeah, she's awake, but really healthy.

Caller: Can you see her? Oh.

Caller: Oh.

Dispatcher: Yes, I can see her on the video.

Dispatcher: Where are you now?

Caller: We have gone into the House Main Street 10 in Stavanger.

Dispatcher: OK. Is there still a fire burning?

Caller: No, I don't think so.

Caller: I think we put it out.

Caller: There was a lot of smoke. It started in the sauna.

Caller: It it's a separate building outside the house.

Dispatcher: OK, I can see your position on the map here.

Dispatcher: We know where you are located and we will send help to you as soon as possible.

Caller: OK, good. Please come quickly.

Dispatcher: Yes, help is on its way. I can hear lots of coughing from Julia.

Dispatcher: I have both of you inhaled smoke.

Caller: I think I think Julia has inhaled quite a lot of smoke, but I haven't been very long in the sauna.

Caller: She came running out, but I went in to check if the fire has been put out, she says.

Caller: Her throat is very sore.

Dispatcher: Is it difficult for her to breathe?

Caller: Is it?

Caller: Is it difficult for you to breathe?

Caller: It's very sore throat.

Caller: She she's coughing a lot and coughing.

Caller: Her throat is very sore and she said it was felt difficult to breathe properly.

Caller: She's breathing very fast and shallow, kind of.

Dispatcher: Yeah, I can see that on the video.

Dispatcher: Can you please can I have a little better look at Julia's wounds? If you can just give me some close up pictures of the wounds.

Dispatcher: OK.

Caller: Oh oh.

Dispatcher: I see her.

Dispatcher: She has some quite severe burn wounds.

Dispatcher: Can you just hold the camera still?

Dispatcher: Show me just one arm and perfect a little bit further away please.

Dispatcher: Like that.

Dispatcher: Yes, perfect.

Dispatcher: Can you just hold the camera still there for a second?

Dispatcher: Thank you very much. And if you can show me the other arm also.

Dispatcher: OK.

Dispatcher: Thank you very much.

Dispatcher: Just keep the camera still there for a second.

Dispatcher: Thank you.

Dispatcher: And there's wound on her, on her stomach and chest.

Dispatcher: Also, can you just show me the chest please and just keep the camera still there for a second?

Dispatcher: Thank you very much.

Dispatcher: Yeah, it looks like she has really severe burns with water blisters and soot on her chest and both arms.

Dispatcher: Has she suffered any burns to the rest of her body? Do you know?

Caller: This is the only bounce we have seen.

Dispatcher: Yeah. Does she have any burns in her face?

Dispatcher: Is there any soot in her mouth or nostrils?

Caller: You gotta check. Can you open your mouth?

Caller: I don't.

Caller: I don't think so.

Dispatcher: Can you just hold?

Caller: Maybe some?

Dispatcher: Yeah. Can you just hold the camera for me there?

Dispatcher: OK, perfect.

Dispatcher: Thank you so much.

Dispatcher: Julia needs to soak the burn wounds in water as soon as possible, so I suggest that you accompany her into the shower and start showering in a relatively cold water for a few minutes.

Dispatcher: After that, just continue with the shower, but with water at the temperature around 20° and you need to do this for 20 to 30 minutes.

Dispatcher: Is that OK for you?

Caller: Yeah, I think I'll manage that.

Caller: We can move.

Dispatcher: Good. This would also help to reduce the pain.

Caller: OK, good.

Dispatcher: Yeah, the ambulance is on its way.

Dispatcher: It should be there within the next 10 minutes.

Caller: OK, I need to put the phone down on the floor.

Caller: Get her in the shower.

Dispatcher: Fine. That's OK. I don't need to see Julia when she's in the shower.

Dispatcher: Just put the camera towards the wall so I can keep talking to you. And if there's any clothing burned into her skin, just leave it there until help arrives.

Dispatcher: Do not rip it off her skin, OK?

Caller: OK.

Caller: I.

Dispatcher: I can hear the showers turned on now. That's good.

Dispatcher: Did you remember not to use too cold water?

Dispatcher: I don't want her to get hypothermic.

Caller: Yeah, it's it's not too cold.

Dispatcher: Is it still OK for her to breathe freely?

Dispatcher: Does she feel any worsening in her breath?

Caller: Is you're putting the same or is it worse?

Caller: About this day, nothing.

Caller: I think it's the same as before.

Caller: The 4th is very sore, but it seems like she's bleeding a bit easier now. It it doesn't seem as quickly as before.

Dispatcher: And that's good.

Dispatcher: Can you see more of the extent of a burn moons now?

Dispatcher: How much of a chest is affected?

Caller: As far as I can see, the whole front of her chest is wet and blister, and also the the stomach and both her arms.

Caller: She says it's really painful.

Dispatcher: Yeah, I can understand that.

Dispatcher: But you're doing a really good job.

Caller: OK.

Caller: It's very uncomfortable for her to stand in the shower.

Dispatcher: Yes, it's important that you continue doing this anyway. If it's better for her, she can sit down in the shower.

Caller: OK.

Dispatcher: Did you remember to turn the temperature up to around 20°?

Caller: Yes, I did.

Dispatcher: Oh, that's good.

Dispatcher: The ambulance will be there within few seconds.