**Motorbike scenario SWLR3 - Transcription**

Caller: I don't.

Dispatcher: Medical Emergency dispatch center. Are you calling from the 55512345?

Caller: Yes.

Dispatcher: You are now connected via a video link.

Caller: Oh, can you see the video I'm showing now?

Dispatcher: Yes, you are connected via a video link and I can see what you are sending.

Dispatcher: Please tell me your emergency.

Caller: I just witnessed the motorcycle accident.

Caller: There's a woman here who drove straight into the back of a car that had stopped on the highway.

Caller: She was driving really fast, probably over 80.

Caller: She flew over the car and landed at least 10 meters in front of the car.

Caller: I think she was unconscious for a couple of minutes just after the accident, but she's mourning now.

Caller: She didn't ask me when I spoke to her initially, I think she spoke in her leg.

Dispatcher: Where are you now?

Dispatcher: Do you know the address where the accident took place?

Caller: I don't know the address, but it's on E 18 and also just outside IKEA.

Dispatcher: OK.

Dispatcher: Fine. We know where you are and we'll send help you to as soon as possible.

Dispatcher: Are you together with the patient now?

Caller: Yes, yes, she's lying on the road here.

Dispatcher: Is she awake?

Caller: Yeah, she's awake, but she's she's morning, and I can't really get in contact with her.

Caller: She seems very confused.

Dispatcher: Is she breathing normally?

Caller: This morning I'm breathing really fast.

Caller: Hello.

Caller: Are you awake? What is your name?

Caller: OK, my name is Katie.

Dispatcher: I can hear you talking to the patient.

Dispatcher: That's very good, she said.

Dispatcher: Her name is Kate.

Caller: Yes.

Dispatcher: Fine.

Dispatcher: The ambulance is on its way and it should be there within the next 5 to 6 minutes.

Caller: Can you?

Caller: Can you see the patient now?

Dispatcher: Yes, I can. If you hold the camera a little bit closer to the patient so I can see her face and upper body better.

Dispatcher: And that's very good.

Dispatcher: I see she has no helmet on.

Dispatcher: Has the helmet been removed or didn't she wear a helmet?

Caller: Oh, she was wearing a helmet.

Caller: But but.

Caller: What? There was another person here who removed who removed a helmet.

Caller: He's holding the patient's head.

Caller: An ex table.

Caller: Now there are two other persons here.

Caller: They're handling the traffic and securing the area.

Dispatcher: Very good. Is the patient able to breathe?

Dispatcher: OK. And the positions is lying now?

Caller: Yeah, she seems to be fine, although she's still breathing a bit fast.

Dispatcher: Yeah, I can see she's breathing a bit fast, but it seems like she's able to breathe freely right now.

Dispatcher: Do you think there's any risk of choking if she's kept like this?

Caller: It's fine, Kate.

Caller: Kate, can you hear me?

Caller: Can you tell me your last name?

Caller: She says her name is Kathleen.

Caller: Can you breathe normally?

Caller: Hur.

Caller: So she said she can breathe.

Caller: But that it hurts.

Dispatcher: OK, fine.

Dispatcher: Please just tell the person who is stabilizing the head and neck to focus on this and to keep an eye on how the patient is breathing.

Caller: OK.

Caller: So you should focus on stabilizing the head and neck and and keep an eye on the breathing, OK.

Dispatcher: If there's any sign of the patient becoming unconscious to choke or to start vomiting, you must just be prepared to turn her over on her side and establish a free airway.

Dispatcher: Do you know how to do this?

Caller: No, I'm not quite sure to what to do if it should be necessary.

Dispatcher: OK.

Dispatcher: I'll talk you through it if it's needed until further. You must just keep an eye on her level of confidence. Ness and breathing, OK.

Caller: OK.

Dispatcher: Can you show me the rest of her body now?

Dispatcher: You said something about a broken leg earlier in the dialogue.

Caller: I think her white leg is broken.

Caller: It looks like the bone is visible and there's a lot of blood on the ground.

Dispatcher: Yes. Can you just?

Dispatcher: Point the camera a little bit closer to the wound.

Caller: Can you see it?

Dispatcher: Yes, perfect.

Dispatcher: Yes, I see it.

Dispatcher: Very good now.

Dispatcher: Yeah, it seems to be an open fracture and it's bleeding quite a lot.

Dispatcher: I'd like you to to help me to stop the bleeding.

Dispatcher: Can you try to take the sneakers and sock off?

Dispatcher: Is there anyone there who can help you to hold the camera?

Caller: Yeah. Can you?

Caller: Can you hold my camera for me, please. So the emergency dispatcher can see what I'm doing. OK? Yes.

Dispatcher: Do you have any first aid kits, bandages or dry towel that you can use to compress the sight of the bleeding?

Caller: I have AI have a singlet.

Caller: Can I use that?

Dispatcher: Yes, that's perfect.

Dispatcher: I just need you to follow my instructions now.

Dispatcher: Folder. This inlet and then try to press it.

Dispatcher: I see there's a big flash wound just above the broken bone that's sticking out, and it seems to be bleeding.

Dispatcher: Quite a lot from this flesh wound.

Dispatcher: So can you just fold this inlet and press it firmly against where it's bleeding on the flesh wound, but just try to be very careful with the bone that's sticking out.

Dispatcher: Yeah, that's very good.

Caller: Hmm.

Dispatcher: And if you just take and grip around the ankle and very carefully, just lift elevate the leg a little bit and just keep a little traction, that's very good.

Dispatcher: Do you have any jacket?

Dispatcher: Yeah. OK. Perfect.

Dispatcher: I see someone's putting a jacket under there.

Dispatcher: Now that's perfect.

Dispatcher: You're doing a really good job.

Dispatcher: You can elevate it a little bit further also and just keep the traction on the ankle all the time.

Dispatcher: Very good.

Dispatcher: Have you observed any other injuries or signs of bleeding on the clothes or on the ground?

Caller: No, no, not really.

Dispatcher: Fine. Does anyone have a blanket?

Caller: Play.

Dispatcher: They can put over the patient so she doesn't get cold.

Caller: Does anyone have a blanket or jacket or something?

Caller: No.

Caller: Yes, yes. Somebody's bringing it back it now.

Dispatcher: Yeah. Perfect.

Dispatcher: Is Kate still awake?

Caller: I don't know. Kate, can you wake me?

Dispatcher: Yeah. OK.

Dispatcher: You're doing a really good job.

Caller: How?

Caller: I mean.

Dispatcher: It's probably a bit painful for her, but it's important that you continue doing this.

Caller: Yeah.

Dispatcher: The ambulance will be there within seconds.

Dispatcher: You can probably hear the sirens right now.

Caller: Yes, yes, I can see them now.

Caller: Nice.