

Language Identification Software

User Manual



Version 1

3 October 2023

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Table of Contents

Click an entry to jump to that page.

1. About EARS	3
2. EARS Usage Guide	4
2.1 EARS Content	4
Invitation to Speak Page	4
Questions and Statements Page	5
Answers History page	6
Burger Menu	7
Settings Page	8
2.2 Recording and Language identification	9
Starting Recording and identification	9
Stopping the recording	10
2.3 Asking Questions and making Statements	11
Playing question audio and prompting response	11
Viewing long form of question or statement	13
2.4 Answers History	14
Editing entries	14
Deleting individual entries	15
Selecting position of the victim in the car	17
Sharing Answer History	19
Clearing all Answer entries	21
2.5 Updates and Customization	22
Updating Questions and Statements	22
Changing Theme	23
Turning off auto navigation	24
3. Setup and Installation Guide	25
3.1 App installation	25
Downloading APK file from Google Drive	25
3.2 Setting up Questions and Statements page	31
4. FAQ & Troubleshooting	35
4.1 Frequently Asked Questions (FAQ)	35
4.2 Troubleshooting	36
5. Miscellaneous	37
5.1 Categories of Questions and Statements - ID	37
5.2 Table of all current Questions and Statements	38

1. About EARS

The EARS (Emergency Auditory Recognition System) application was developed as an improvement to the Language Identification Programme Software (L.I.P.S.). The application allows emergency response personnel to identify foreign languages (which indicates a language other than English) spoken by a victim during emergency situations.

Questions with corresponding audio in identified languages are also available to further aid the personnel in the administration of care, assurance and response. The responses to the questions from the victim can be temporarily stored to allow other medical workers or relevant figures to have access to it.

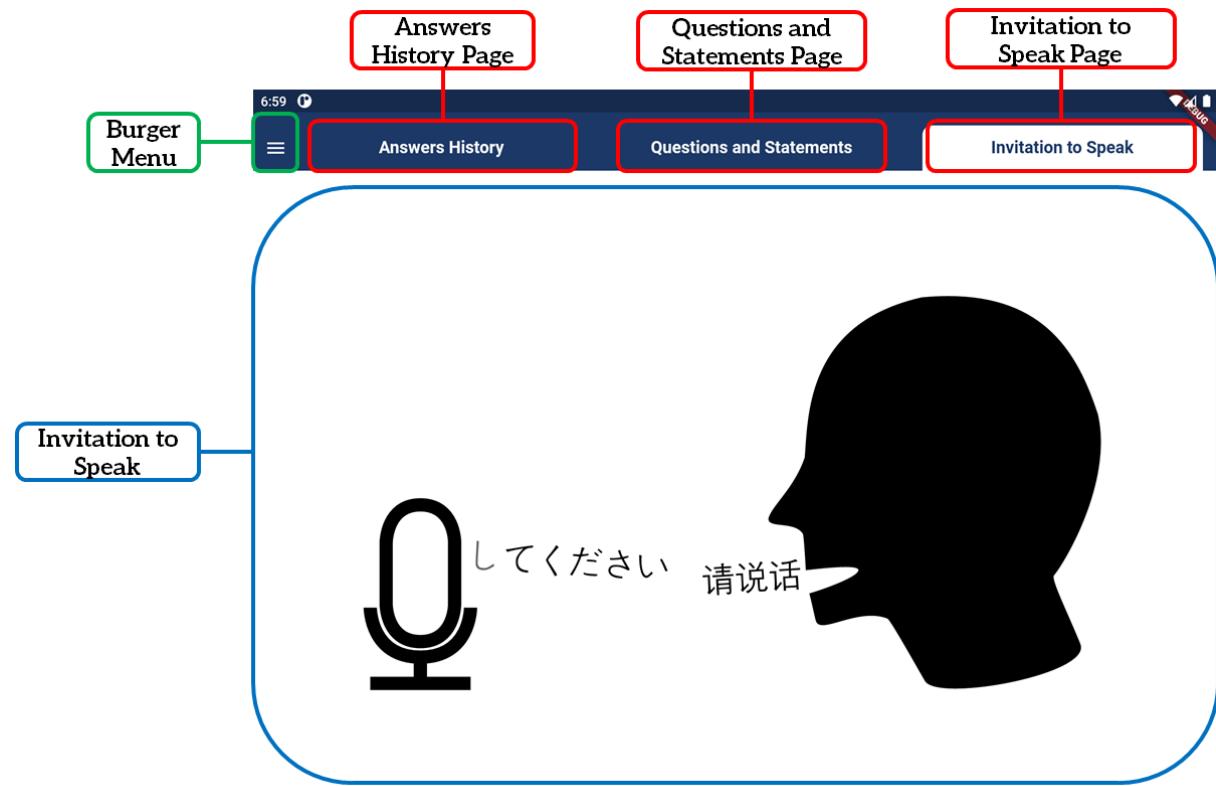
The application does NOT provide live translation services and is simply a tool developed to specifically aid SES volunteers to identify a spoken foreign language from a set of languages that the language model within the application has been trained on.

Note that this user manual should act as guidance in the usage of the main application and NOT the administrative daughter application (covered in the Technical Manual).

2. EARS Usage Guide

2.1 EARS Content

Invitation to Speak Page

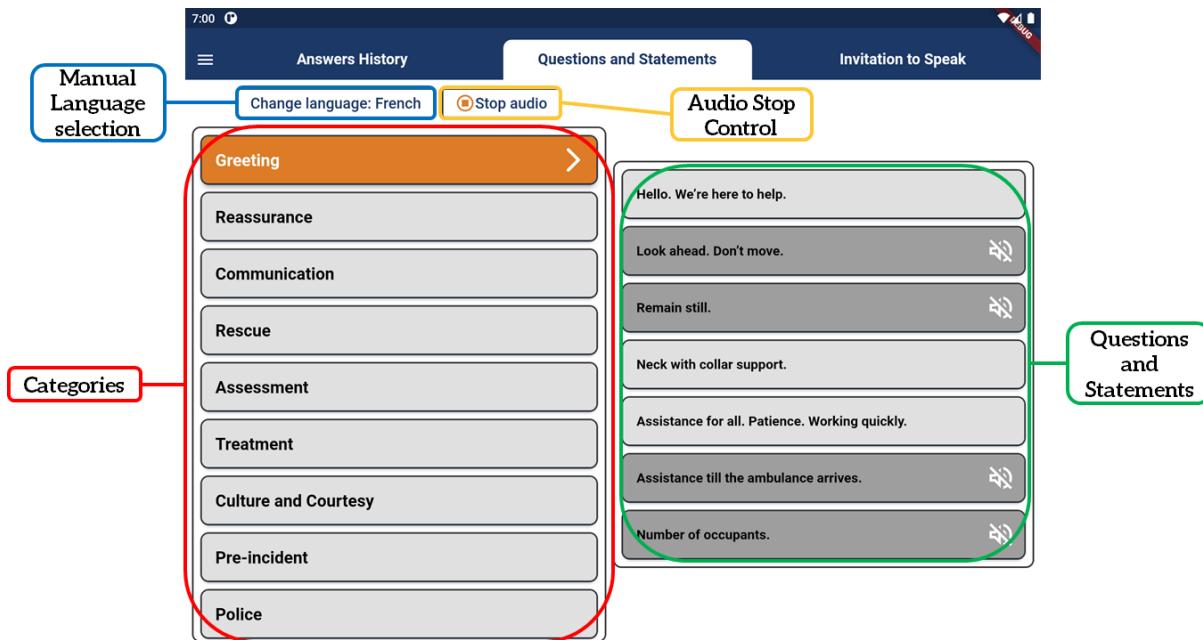


When starting the application, this will be the first page that appears.

The **Invitation to Speak** page contains an animation loop that prompts and instructs the viewer to speak. The animation also doubles as a button that starts the recording and identification of the spoken language.

Any part of the animation can be tapped to start recording and begin the process of language identification.

Questions and Statements Page



The **Questions and Statements page** contains all the questions and statements that the SES have asked to include in the application.

The questions are sorted into different categories and some questions can be found in multiple categories.

When each question or statement is pressed, a recording will play that reads out the selected question. The current language of the audio is displayed at the top left and above the categories. Darkened questions or statements do not contain a recording in the selected language.

The manual language selection displays the current language of the audio and allows the current language to be changed manually.

When an audio clip is currently being played, the Stop Audio button can be pressed to stop it.

Answers History page

French (fr) Answers History
Tue 3 October 2023 at 1:33 AM

Using the screen, I will point to levels of pain from low to high. When I indicate the level of pain you are experiencing, please make a sound.

10.0

Are you having difficulty seeing me?
Yes

Questions and Responses Edit Delete

Select Casualty Position Share Answer History Clear Answer History

Collapsing Menu

Any answers given to questions are recorded under the **Answers History** page. A new history is started every time a language is identified or changed.

Answers can be edited or removed using the edit and delete buttons at the end of each answer.

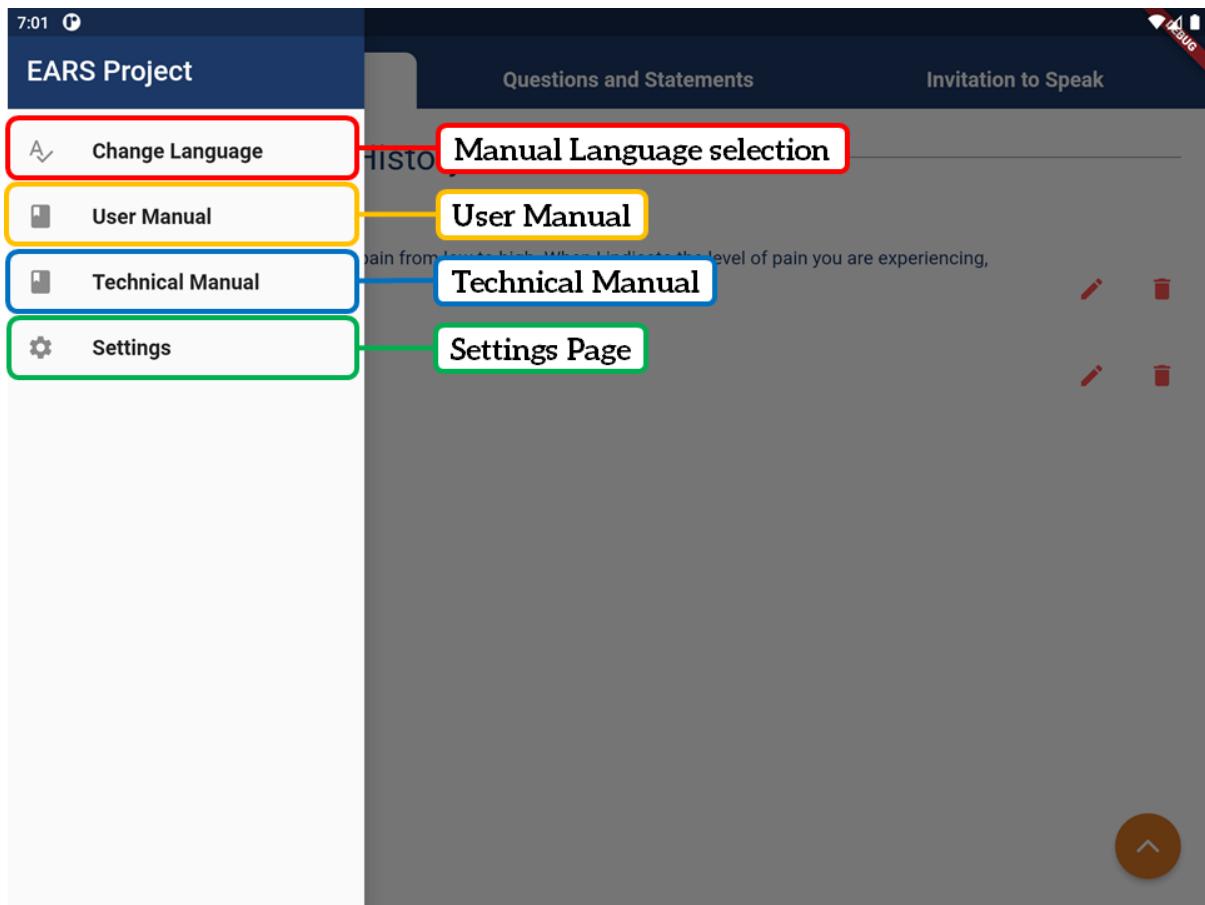
The **Collapsing Menu** on the bottom right brings up three additional buttons that control the page.

The Select Casualty Position button brings up a menu to set the position of the victim in the car. When set, the selection would appear on the top right of the Answers History Page.

The Share Answer History button allows users to share the history via text or email.

The Clear Answer History button clears all answers from the history.

Burger Menu



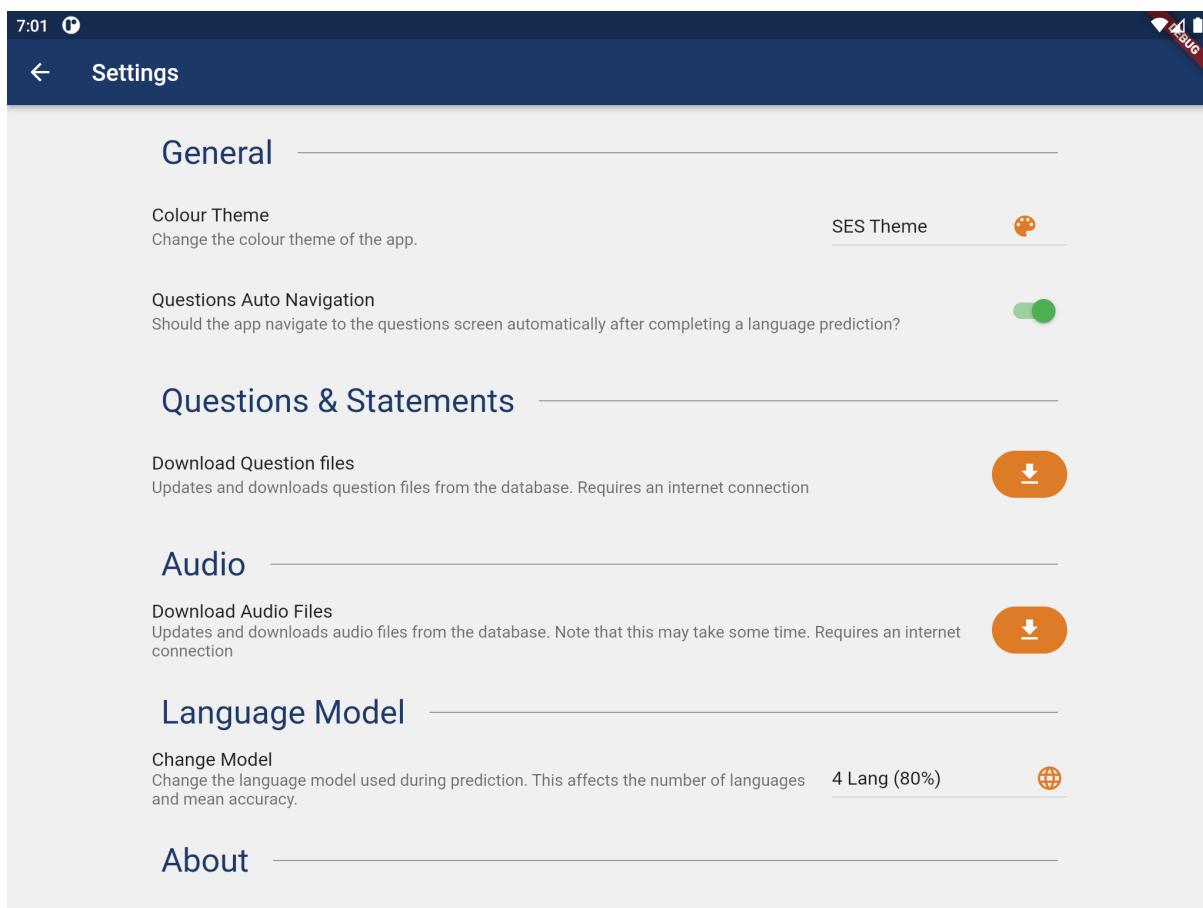
Pressing the **Burger Menu** on the top left of any page will bring out a panel on the left side of the screen with four options.

The **Change Language** button has the same function as the one present in the Questions and Statements page.

The User Manual and Technical Manual button open the respective documents for the application.

The Settings button opens the Settings page.

Settings Page



The **Settings Page** allows the user to change various settings in the application.

The colour theme switcher allows the user to change the colour theme to be more accessible.

Downloading the question files updates the apps questions and statements files from the database. This does not need to be completed often.

Downloading the audio files updates the apps audio files from the database. This may take some time, and does not need to be completed often.

Changing the model changes the language model used during prediction.

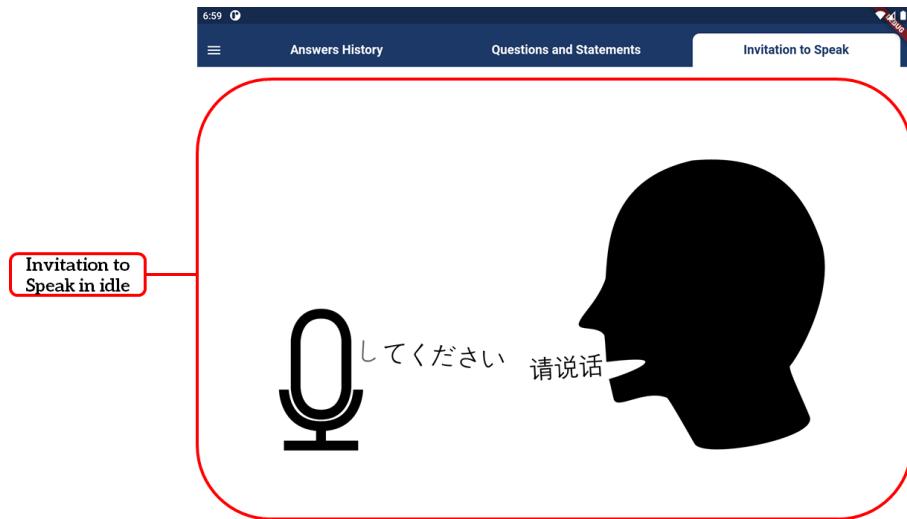
2.2 Recording and Language identification

Starting Recording and identification

To begin recording and identify the spoken language.

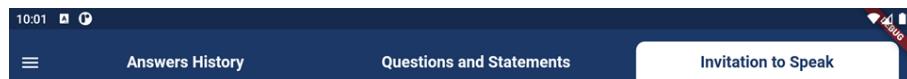
Step 1

Press the Invitation to Speak. When the invitation to speak is pressed, the animation will transition and indicate that the recording has begun.

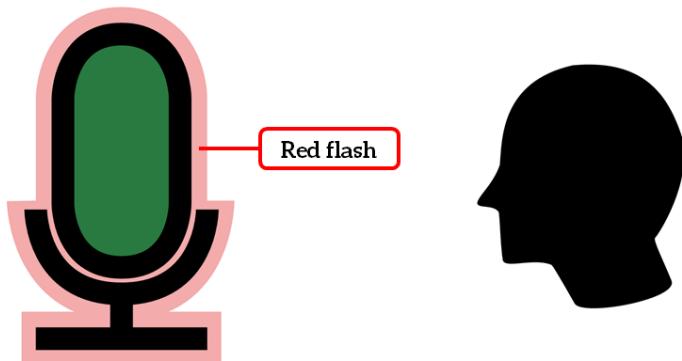
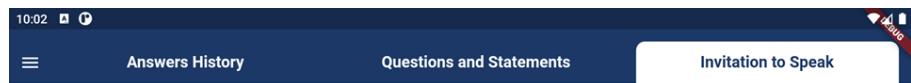


Step 2

While there are grey flashes and the green bar is filling the microphone, speak into the tablet microphone. A red flash will appear when the recording and language identification is complete.



Indication that the app is recording and processing the language.



Red flash signalling the end of the recording

Stopping the recording

Press the Invitation to Speak while it is in the recording state. The recording will be cancelled and no prediction will occur.

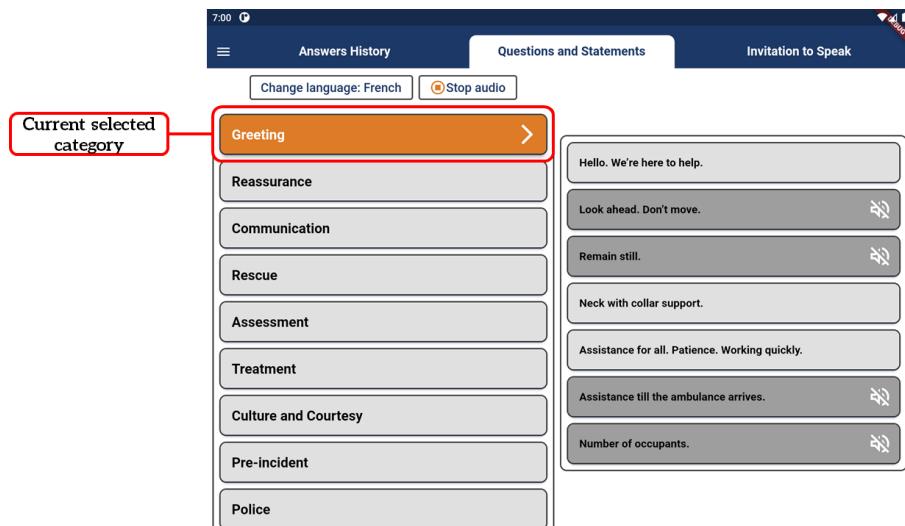
2.3 Asking Questions and making Statements

Please refer to the table in Section 5.3 for a full list of questions and statements.

Playing question audio and prompting response

Step 1

Search for the relevant question or statement in its respective category.

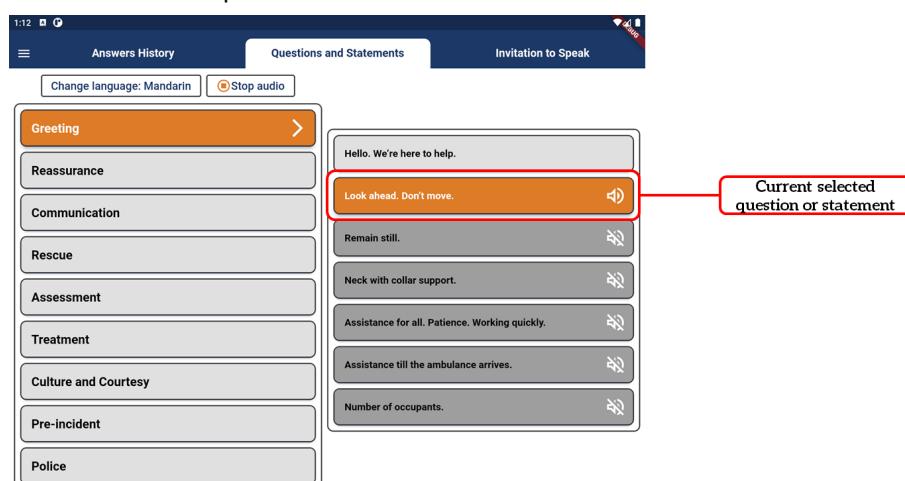


The selected category will be highlighted

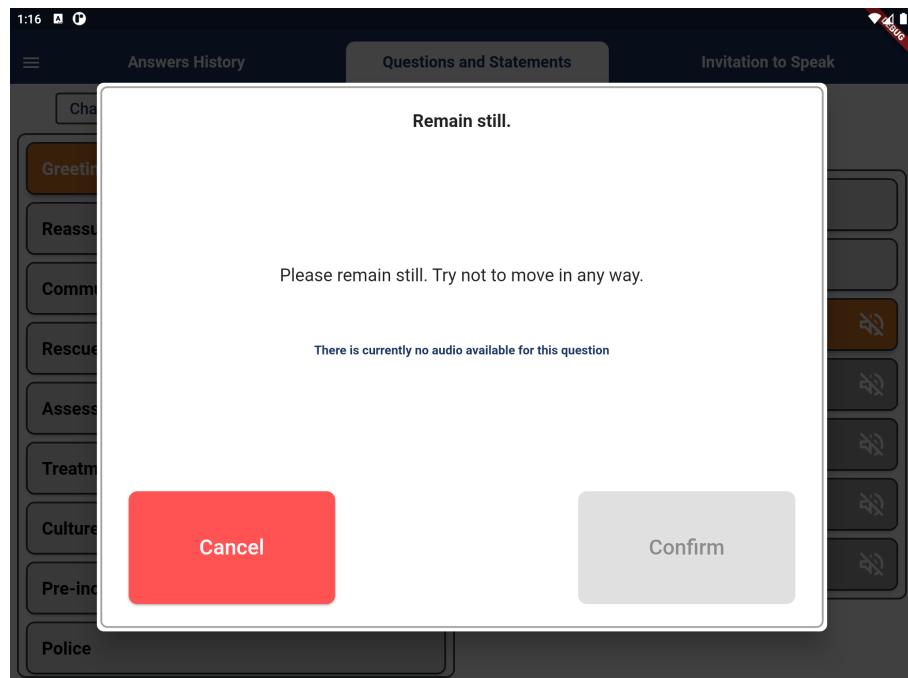
Step 2

Press on the intended question or statement.

The audio for that question will begin playing and a dialog box might appear that prompts for a response from either the operator or the victim.



The question or statement that is currently playing will be highlighted



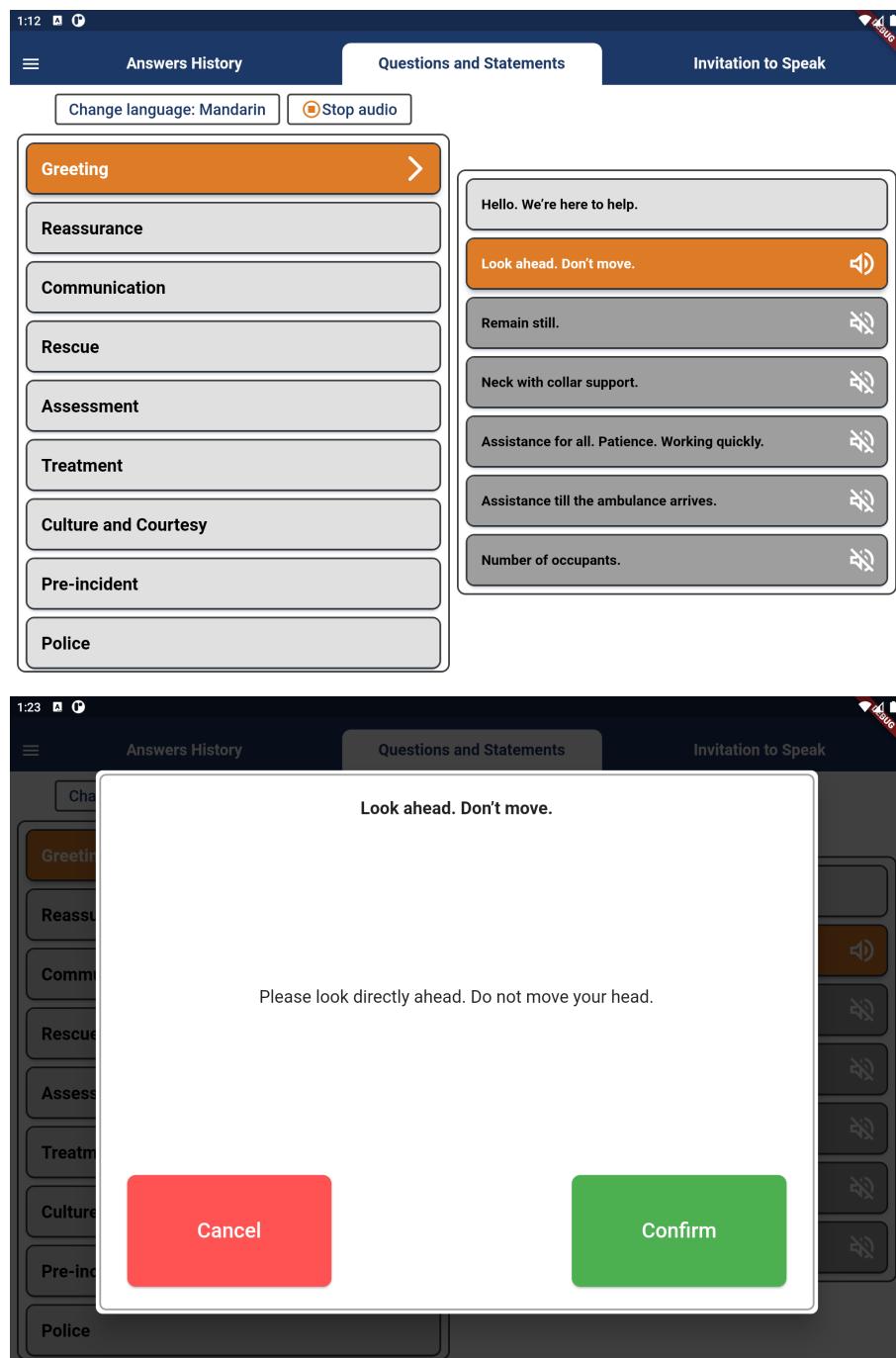
Example dialog box that appears for questions or statements without audio

Questions with responses will be saved under the Answers History page



Viewing long form of question or statement

Press and hold on the question or statement. A dialog box will appear showing the full question.



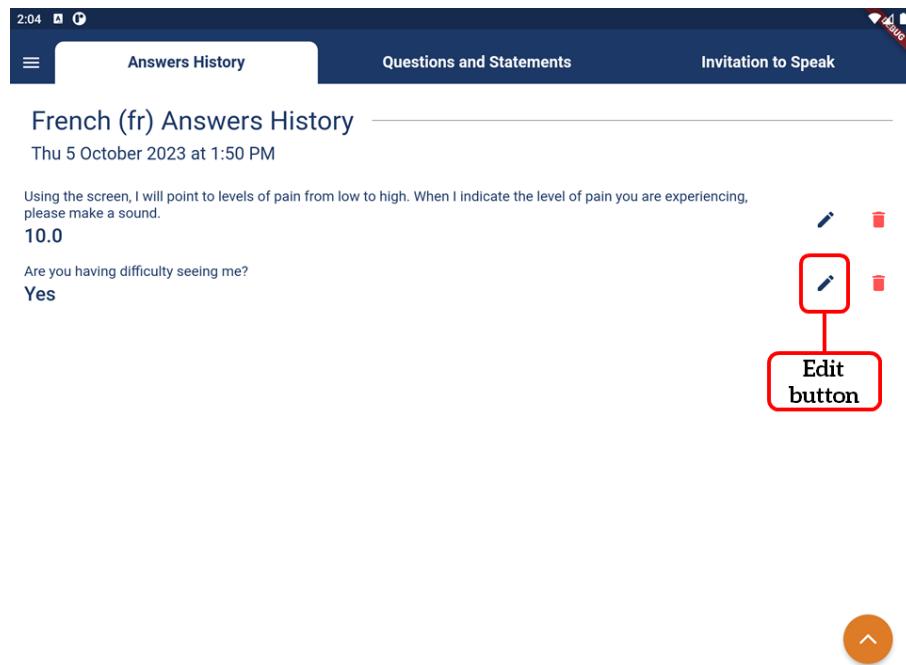
Dialog box with the full question.

2.4 Answers History

Editing entries

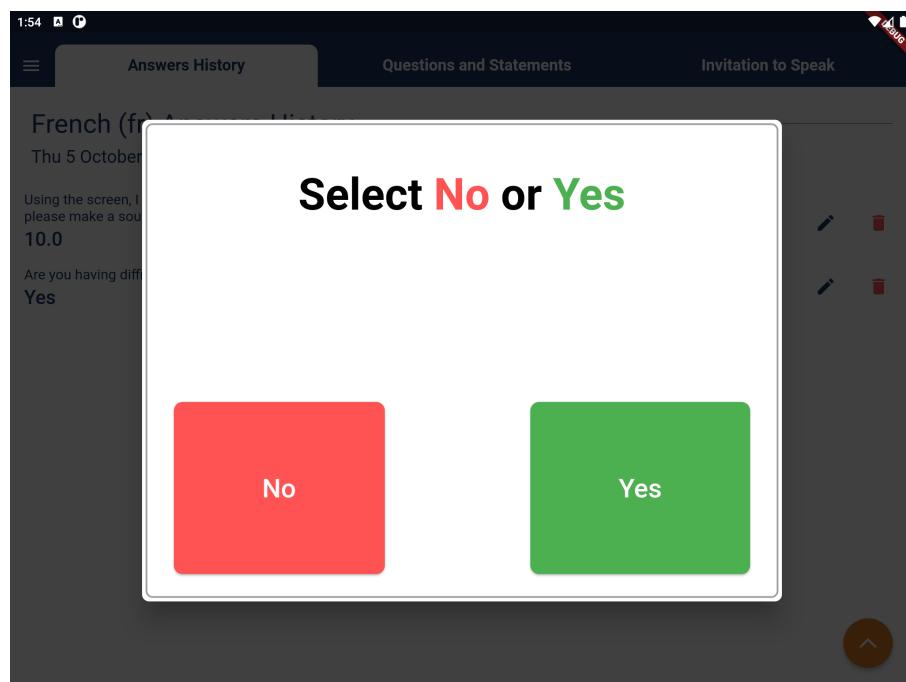
Step 1

Press on the pencil icon on the side of the answer entry.



Step 2

A dialog box will appear and prompt for a new answer. Select the intended answer and press confirm if applicable.



Example dialog box for Yes/No questions.

Done! The record for the response will update to reflect the changes.

The screenshot shows a mobile application interface. At the top, there is a navigation bar with three tabs: 'Answers History' (which is selected and highlighted in blue), 'Questions and Statements', and 'Invitation to Speak'. Below the navigation bar, the title 'French (fr) Answers History' is displayed, followed by the date 'Thu 5 October 2023 at 1:50 PM'. The main content area contains two entries. The first entry is a text message: 'Using the screen, I will point to levels of pain from low to high. When I indicate the level of pain you are experiencing, please make a sound.' Below this message is the value '10.0'. To the right of the value are edit and delete icons. The second entry is another text message: 'Are you having difficulty seeing me?'. Below this message is the value 'No'. To the right of the value are edit and delete icons. In the bottom right corner of the screen, there is a large orange circular button with a white upward-pointing arrow.

"No" have been selected for the second question

Deleting individual entries

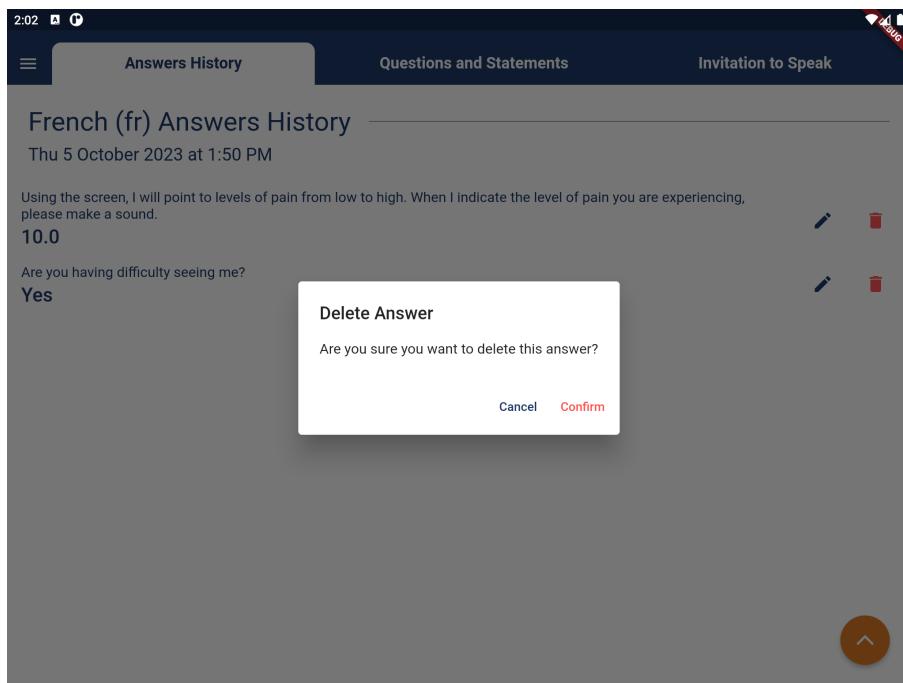
Step 1

Press on the trash icon on the side of the answer history.

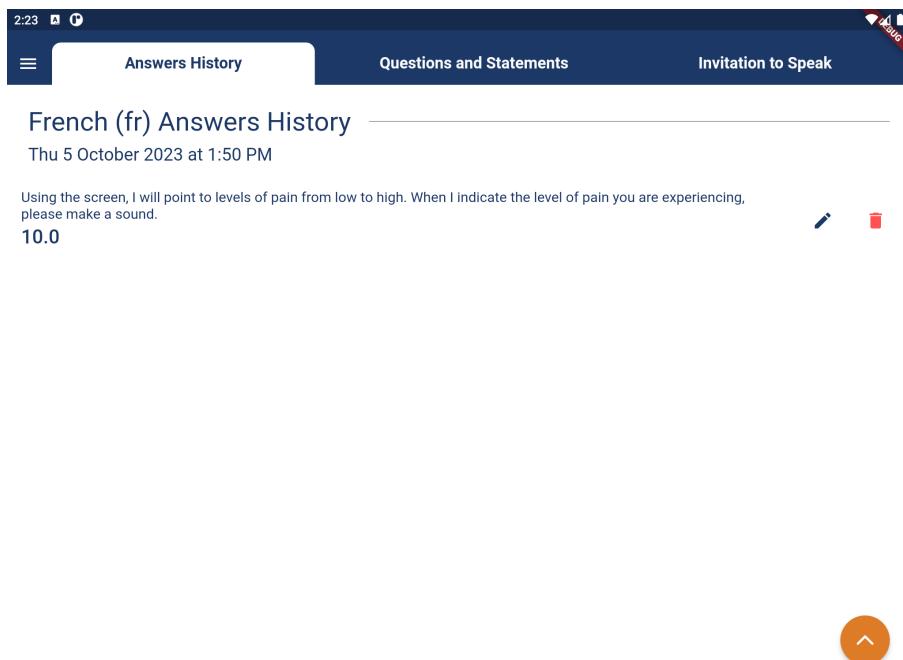
This screenshot is similar to the one above, showing the 'Answers History' screen. It displays the same two entries: the pain level message and the visibility message. The second entry ('No') has a red box drawn around its delete icon. A red bracket labeled 'Delete button' points to this icon. The rest of the interface, including the navigation bar and the orange circular button with an upward arrow, remains the same.

Step 2

A dialog box will appear and ask for confirmation. Press confirm to delete the question.



Done! The list of responses will update to reflect the changes.

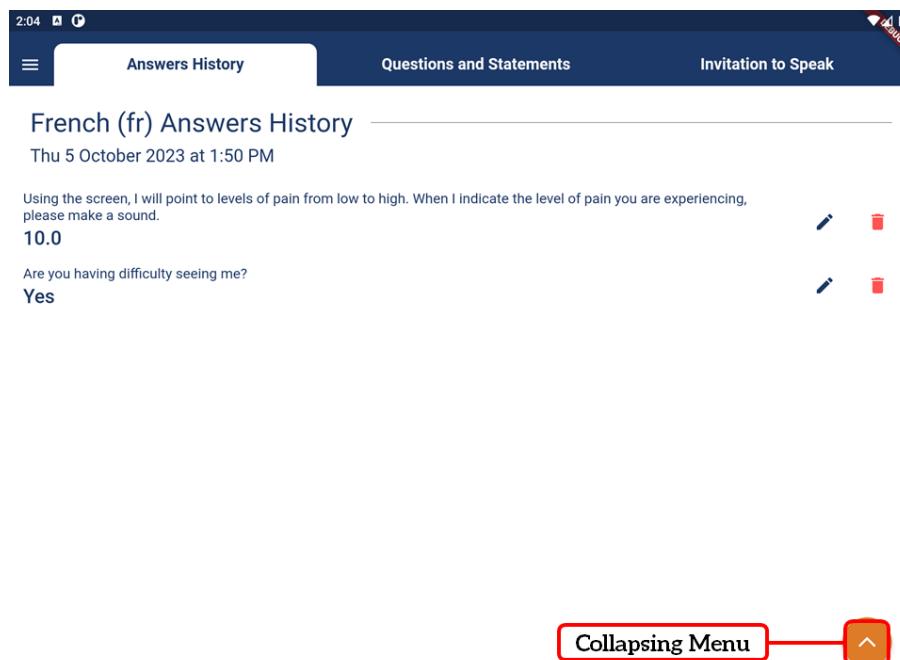


The second response was removed from the record

Selecting position of the victim in the car

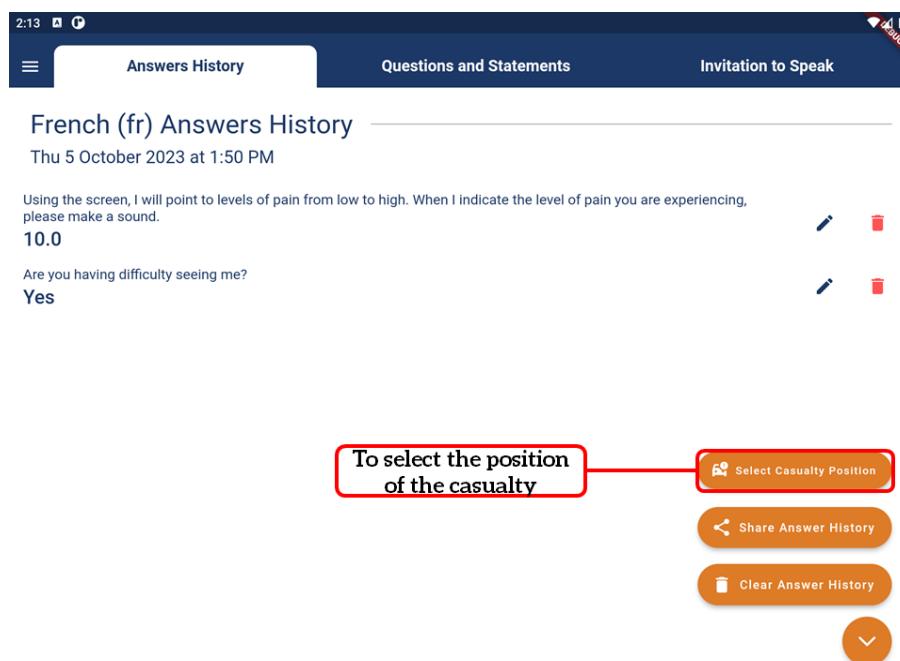
Step 1

Press on the arrow icon on the bottom right of the page.



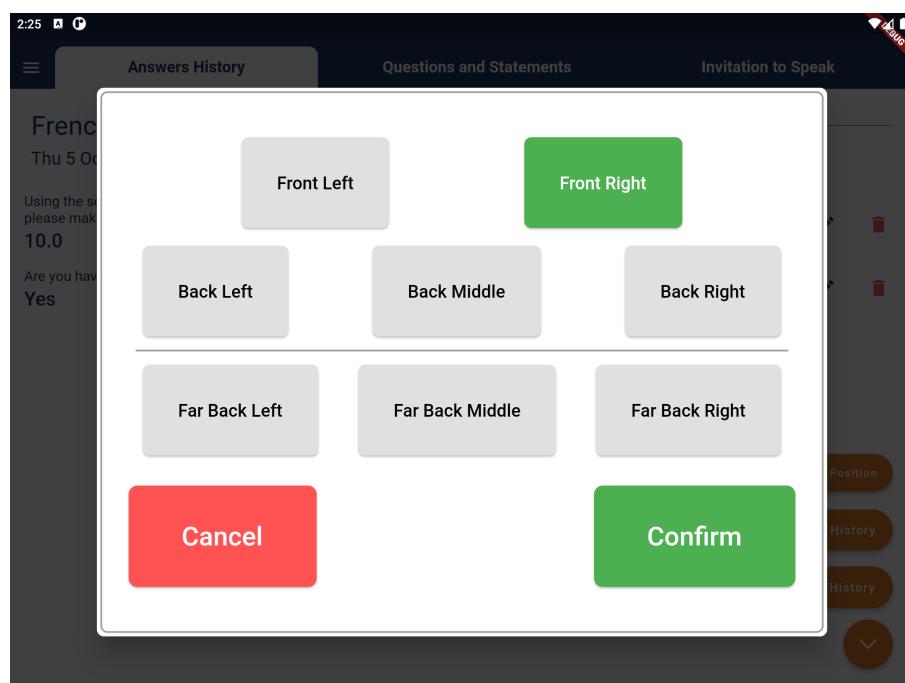
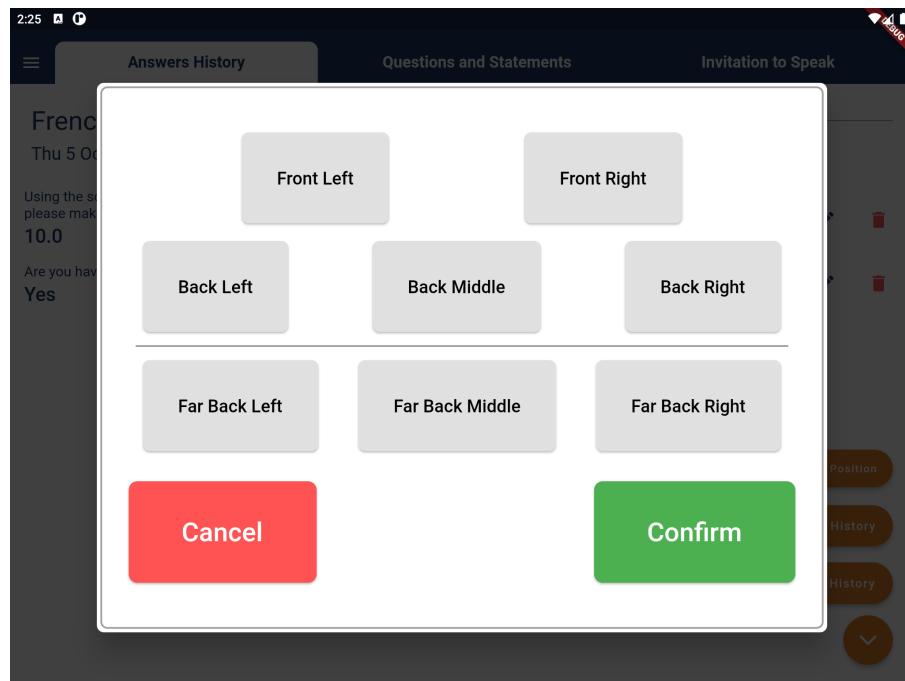
Step 2

A few buttons will appear. Press Select Car Position.



Step 3

A dialog box will appear to select the car position. Press confirm after the position has been selected.



The selection will be highlighted before confirmation

The position information will be displayed on the top right of the Answers History Page.

A screenshot of a mobile device displaying the 'Answers History' page. The top navigation bar includes 'Answers History', 'Questions and Statements', and 'Invitation to Speak'. Below the navigation, the title 'French (fr) Answers History' and the date 'Thu 5 October 2023 at 1:50 PM' are shown. A red box highlights the text 'Selection appears here' next to a red arrow pointing to the 'Casualty Position Front Right' text, which is also enclosed in a red box. At the bottom right of the screen is a circular orange button with a white upward-pointing arrow.

Sharing Answer History

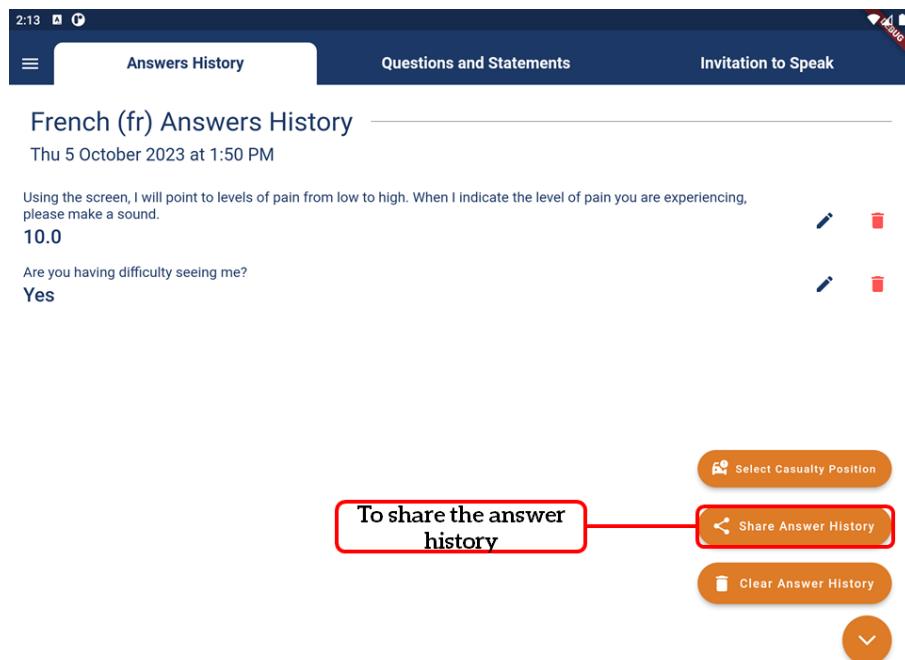
Step 1

Press on the arrow icon on the bottom right of the page. A few buttons will appear.

A screenshot of a mobile device displaying the 'Answers History' page. The top navigation bar includes 'Answers History', 'Questions and Statements', and 'Invitation to Speak'. Below the navigation, the title 'French (fr) Answers History' and the date 'Thu 5 October 2023 at 1:50 PM' are shown. A red box highlights the text 'Collapsing Menu' next to a red arrow pointing to the circular orange button with a white upward-pointing arrow located at the bottom right of the screen.

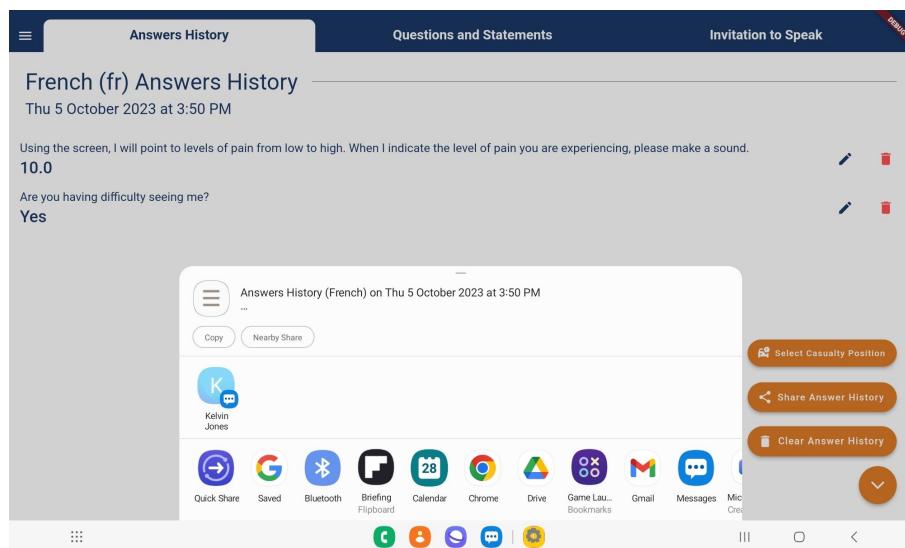
Step 2

Press Share Answer History.



Step 3

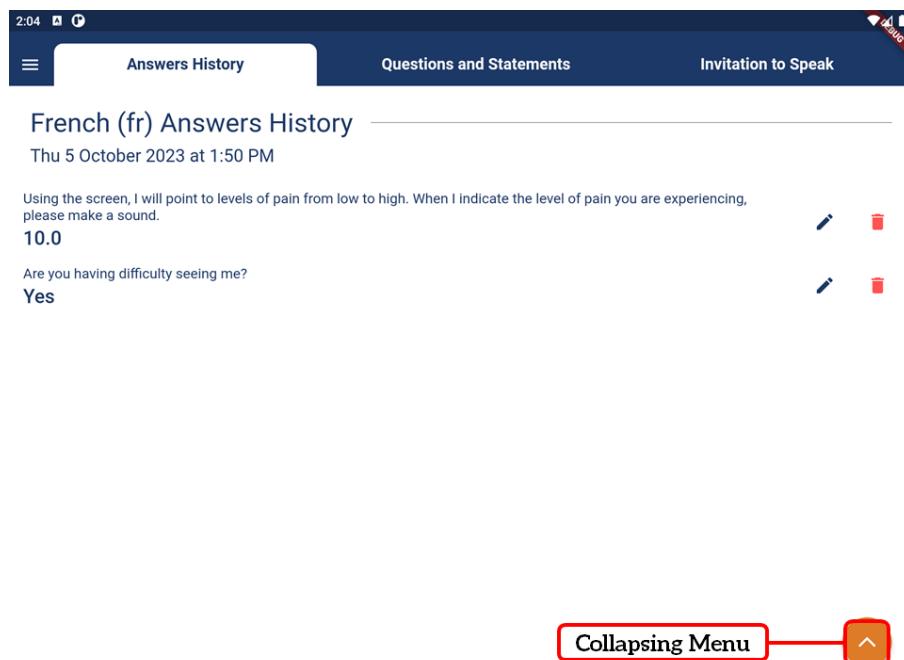
Select the intended recipient for the history.



Clearing all Answer entries

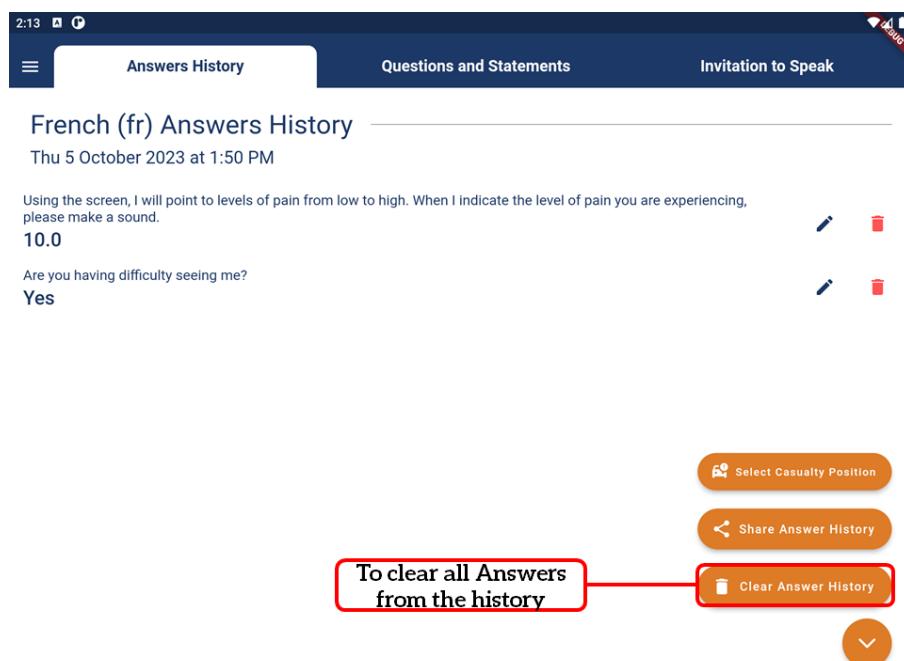
Step 1

Press on the arrow icon on the bottom right of the page. A few buttons will appear.



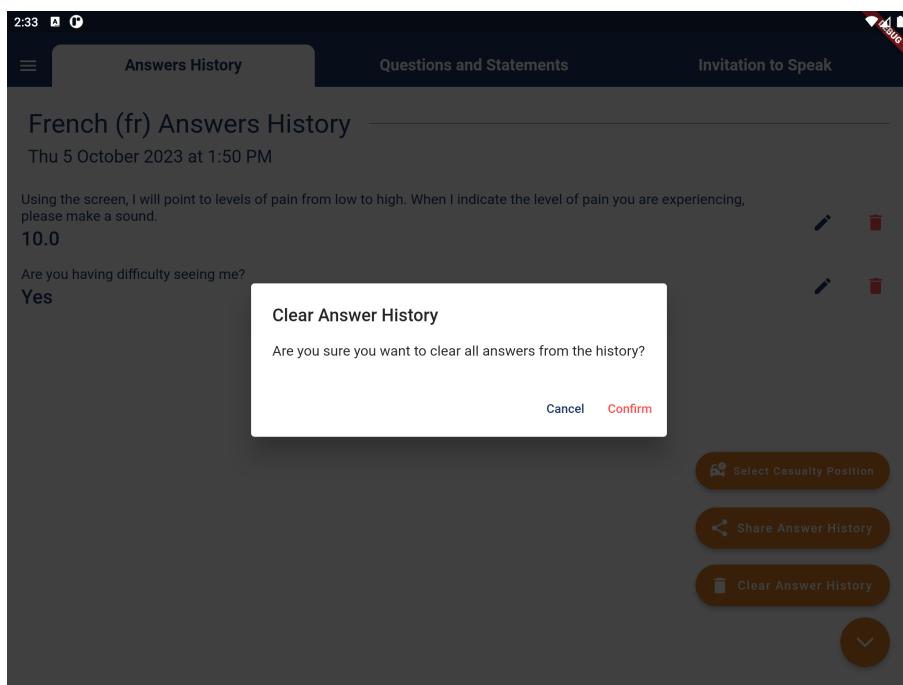
Step 2

Press Clear Answer History



Step 3

A dialog box will appear and ask for delete confirmation. Press confirm to delete all records.



2.5 Updates and Customization

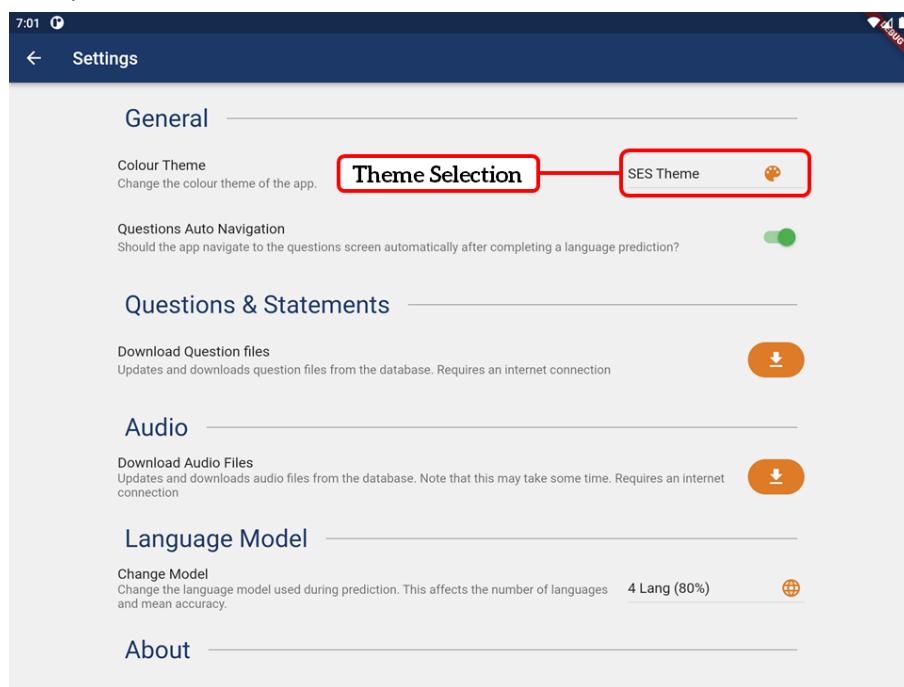
Updating Questions and Statements

When changes are made to the questions and audio database, it will not immediately reflect in the application. These changes will have to be manually downloaded when notified. The process for updating the Questions and Statements page is laid out in Section 3.2.

Changing Theme

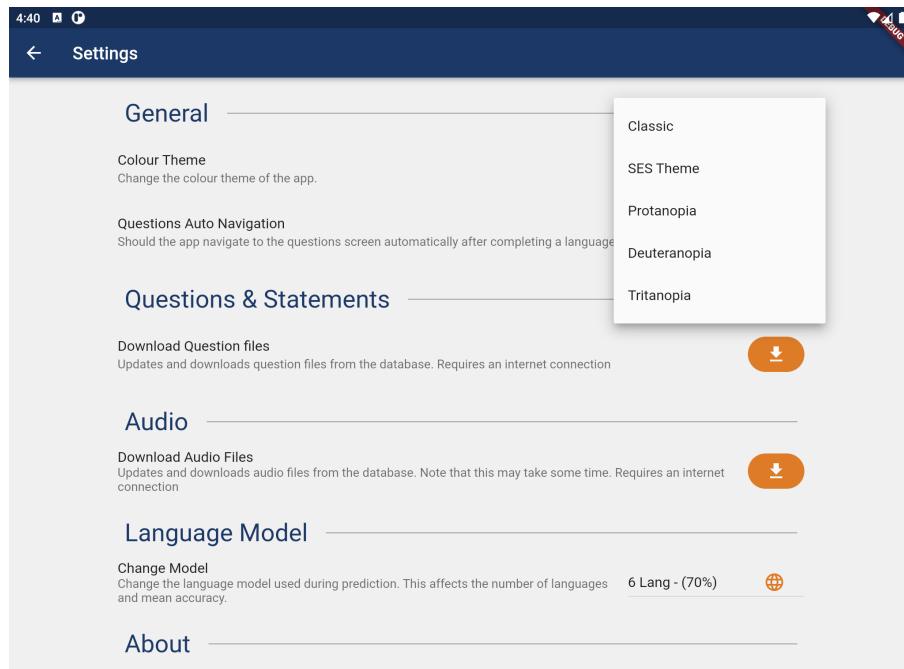
Step 1

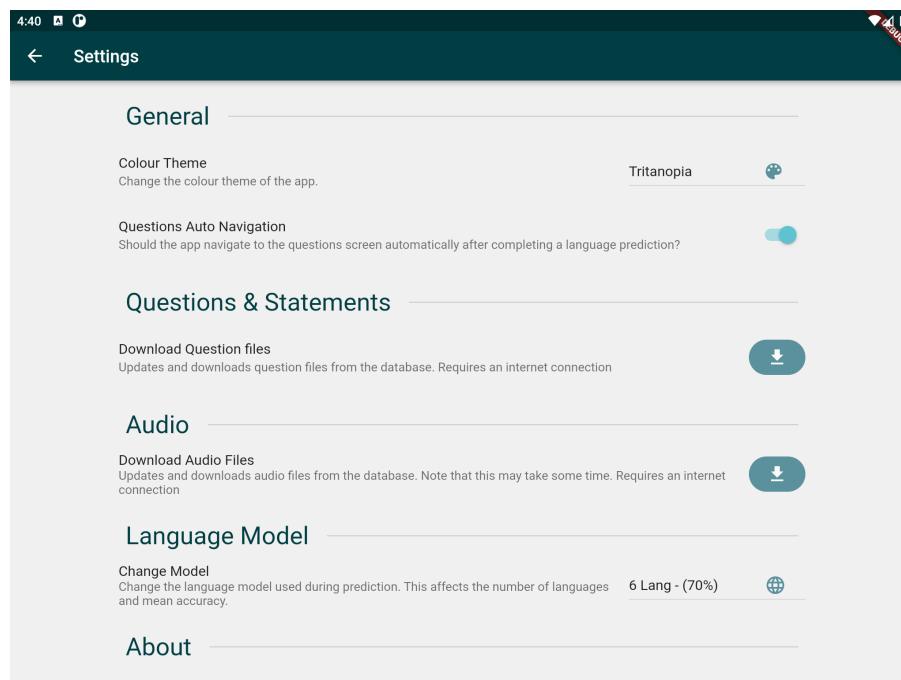
Press on the drop down menu next to the colour theme



Step 2

Select the desired theme and selection will be immediately reflected in the application

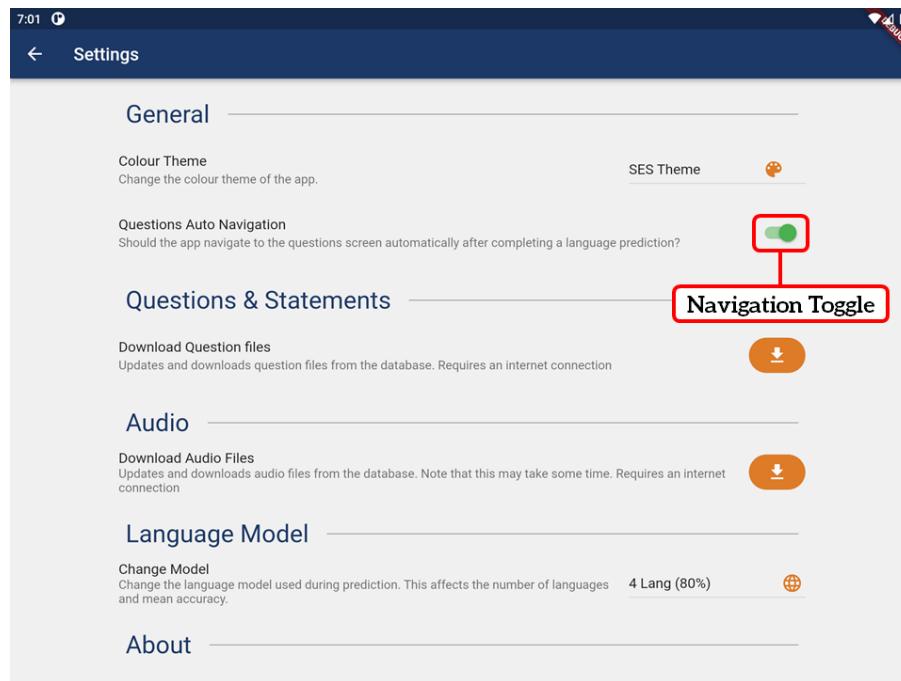




Tritanopia theme in the settings page

Turning off auto navigation

Toggle the switch for questions auto navigation.



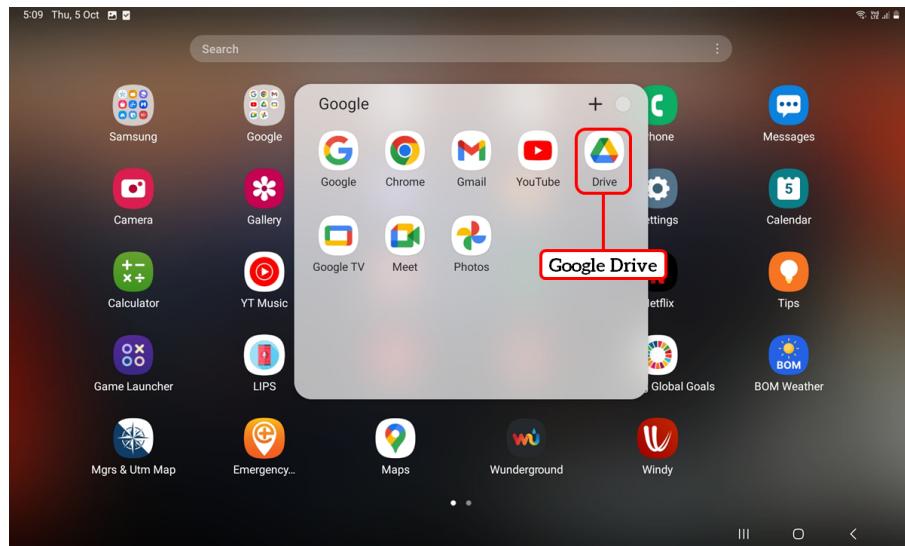
The application will stop automatically switching to the Questions and Statements page after a language has been identified from the recording.

3. Setup and Installation Guide

3.1 App installation

Downloading APK file from Google Drive

The below example uses the Samsung Internet app for navigation. If Google Drive has been installed in the device AND is logged into an account that contains the installation file, skip Steps 1 - 4.



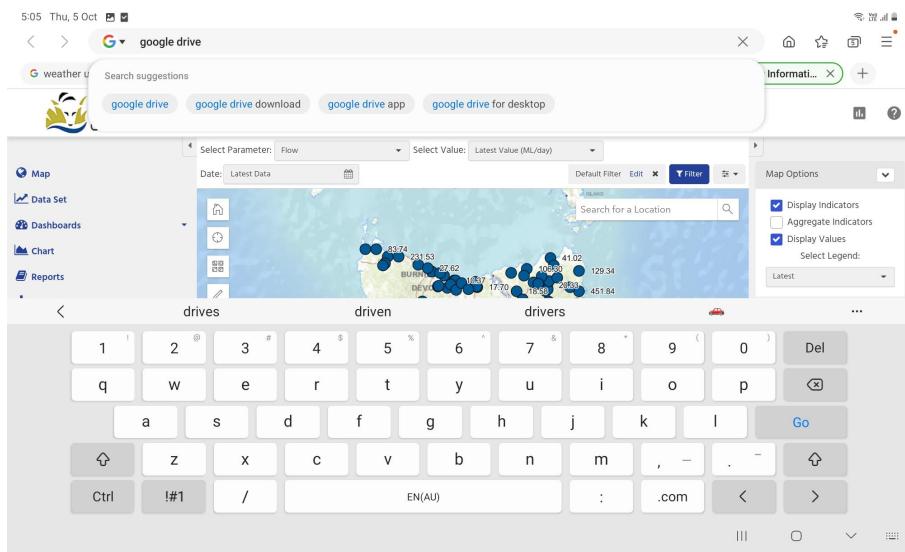
Step 1

Open a web browser app.



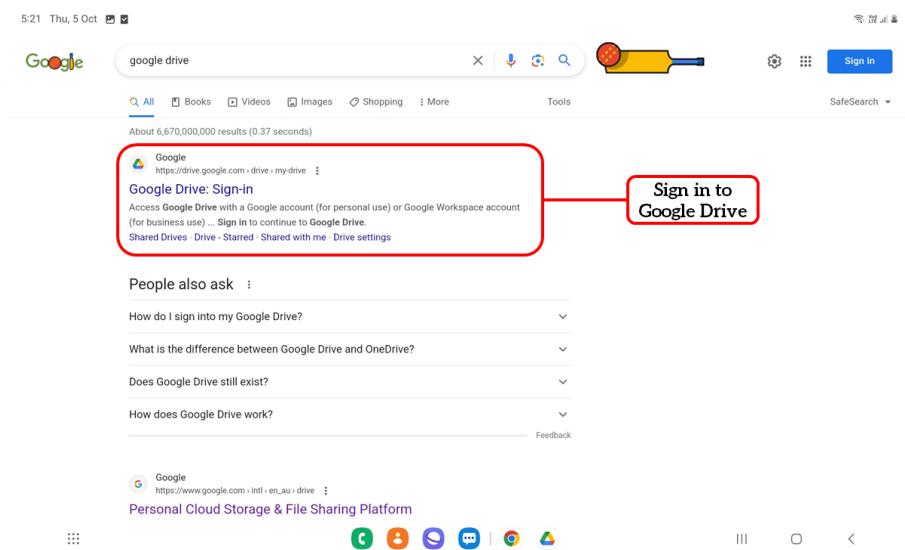
Step 2

Search Google Drive in the internet application.



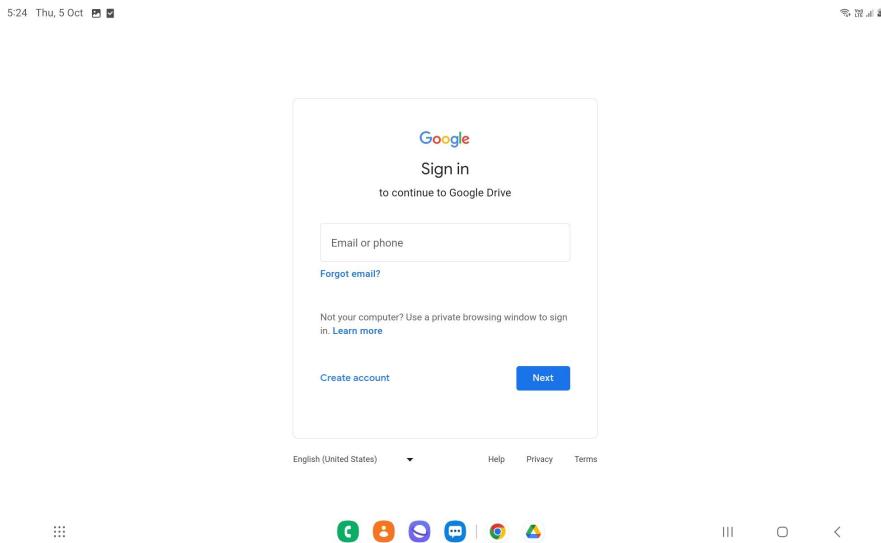
Step 3

Scroll down to find “Google Drive: Sign-in” or “Personal Cloud Storage & File Sharing Platform”.



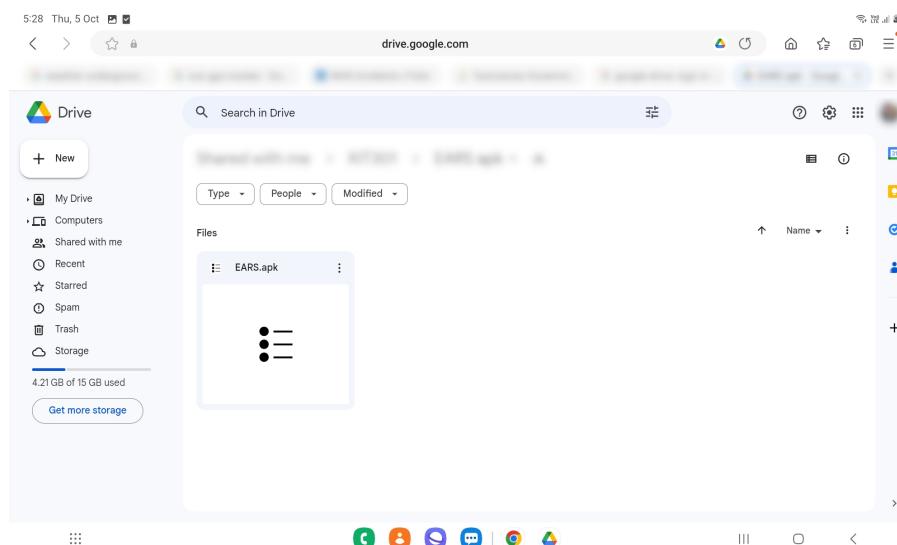
Step 4

You might be prompted to log in. Log in to Google Drive with credentials for the account that contains the APK file.

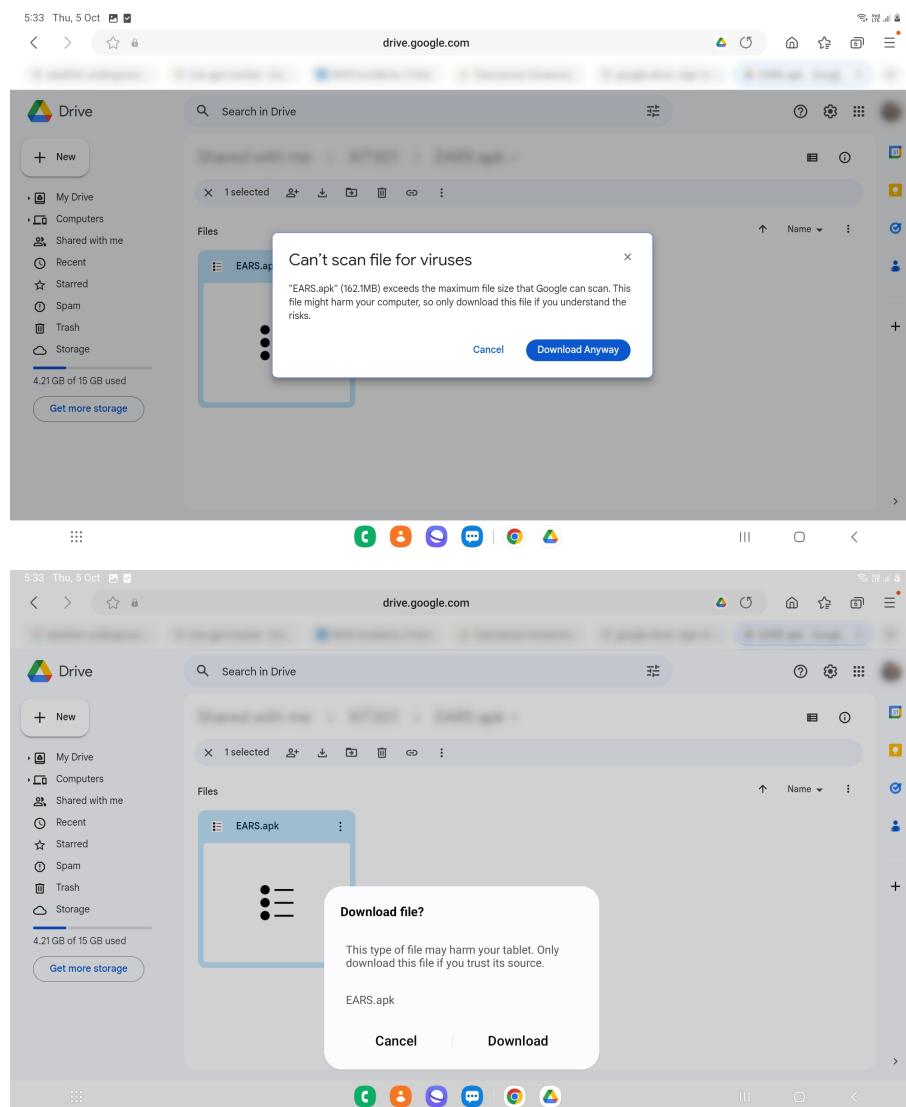


Step 5

Locate the .apk file for the application in Google Drive and download the file.

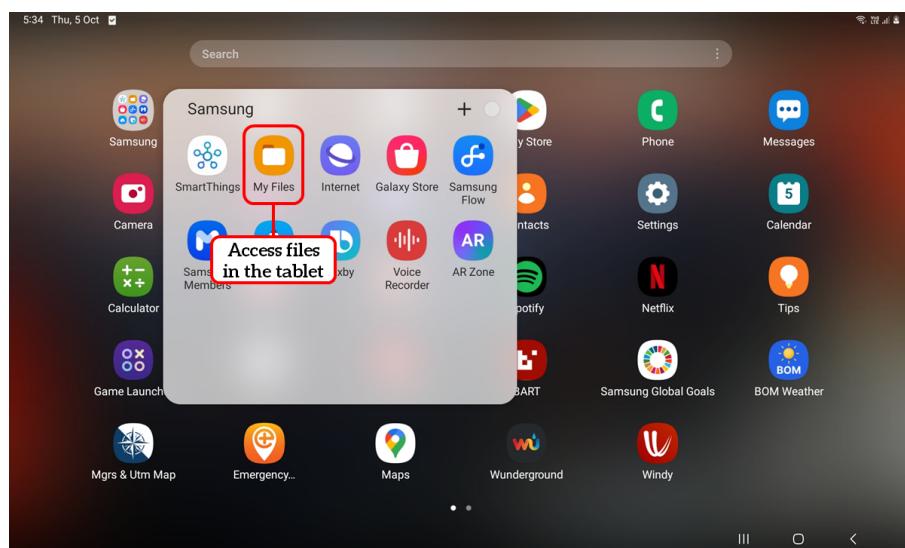


If you are asked to allow the app to access photos, media and files on the device, press allow. You might also be given a warning on the apk file, press Download Anyway if it appears



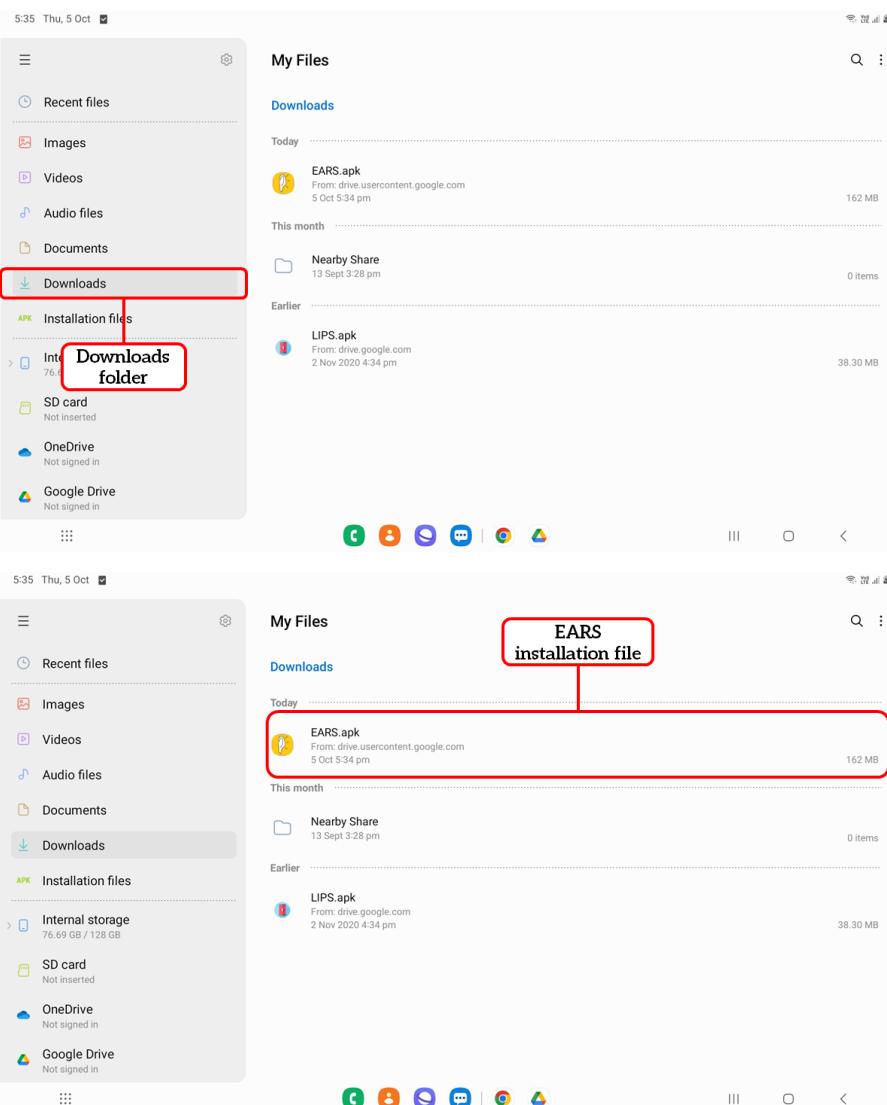
Step 6

Once the file has been downloaded, open the “My Files” application.

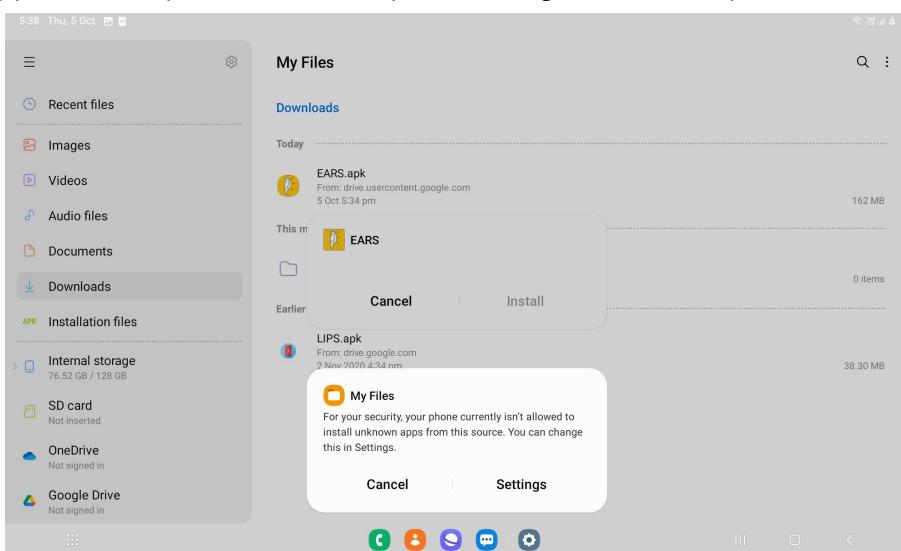


Step 7

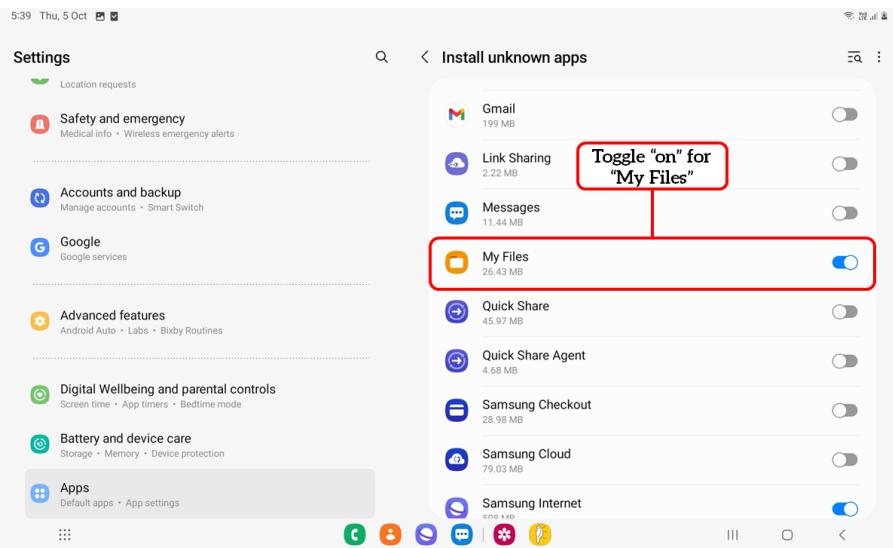
Navigate to the downloads folder to locate the EARS.apk file and press it.



A prompt appears to stop the installation, press settings. Otherwise, proceed to Step 8.

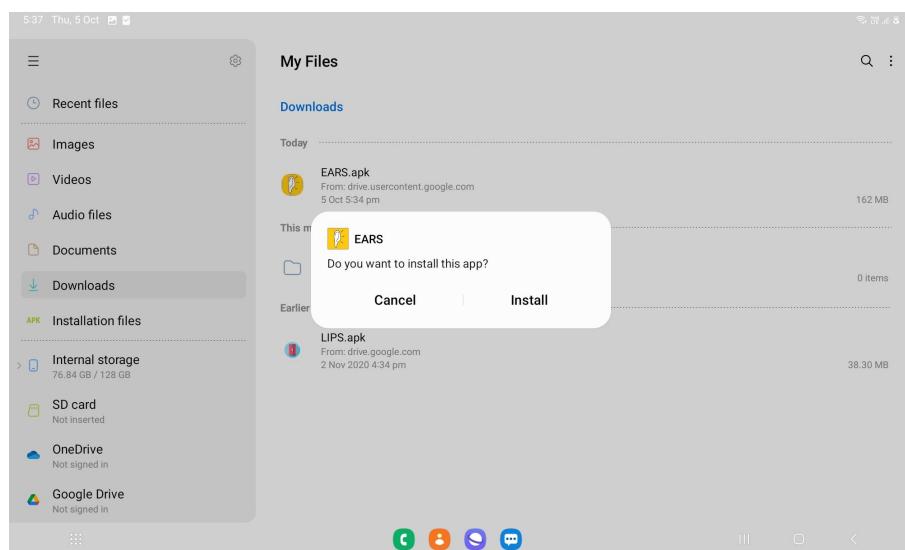


Press on the switch to allow the installation. Then proceed to the next step.

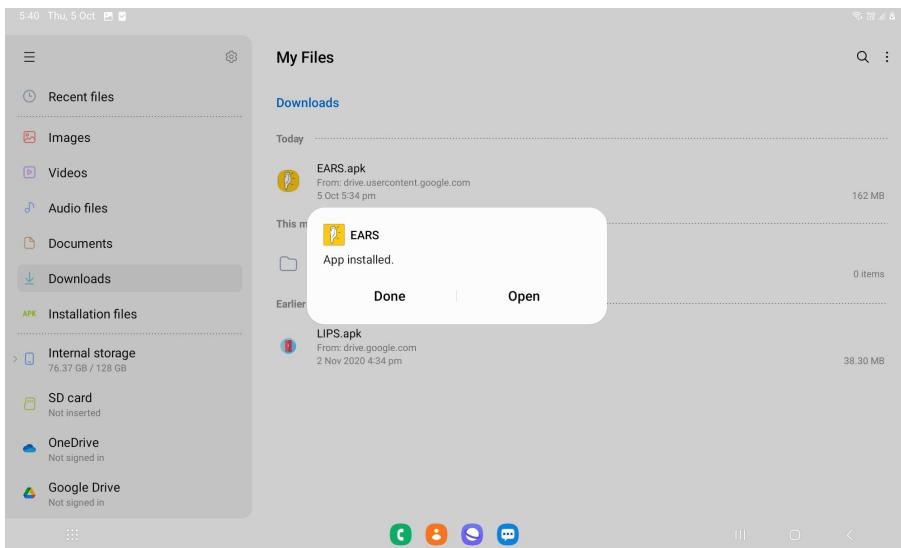


Step 8

A prompt would appear to confirm the installation of the application. Press Install to confirm.



Complete! EARS is now installed on the device.



3.2 Setting up Questions and Statements page

When the application is first installed, the Questions and Statements page will be empty. This is because all of the questions, statements and its corresponding audio are stored on a cloud database for easier centralised management.

These files will need to be first downloaded before the page can be used.

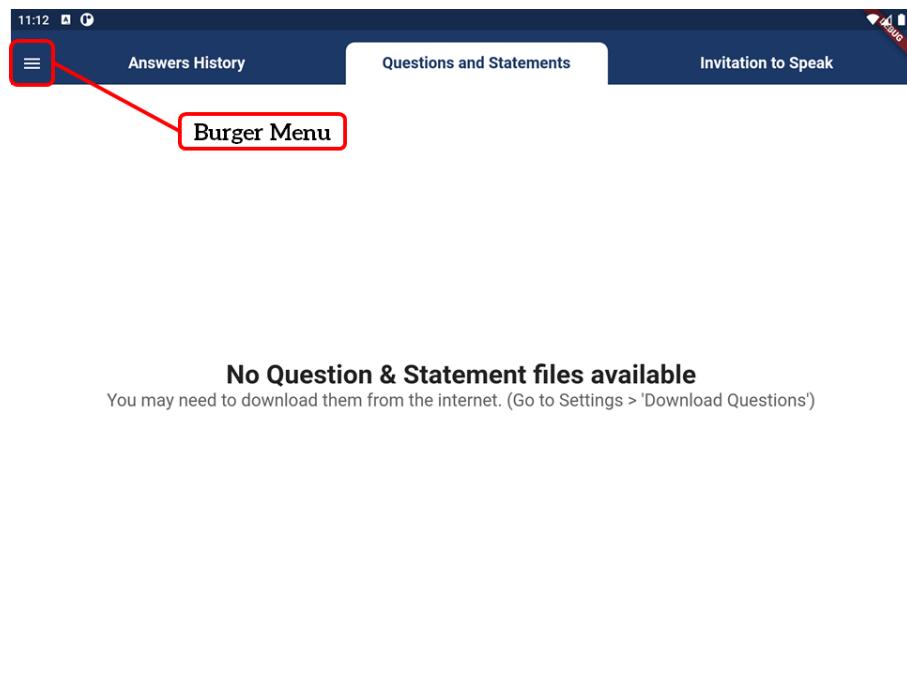


No Question & Statement files available

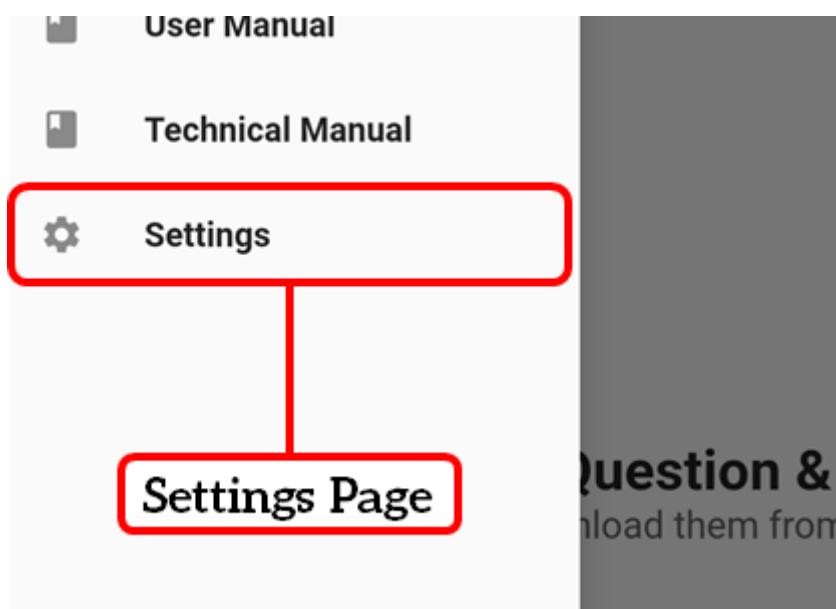
You may need to download them from the internet. (Go to Settings > 'Download Questions')

Step 1

Navigate to the Settings Page via the burger menu on the top left

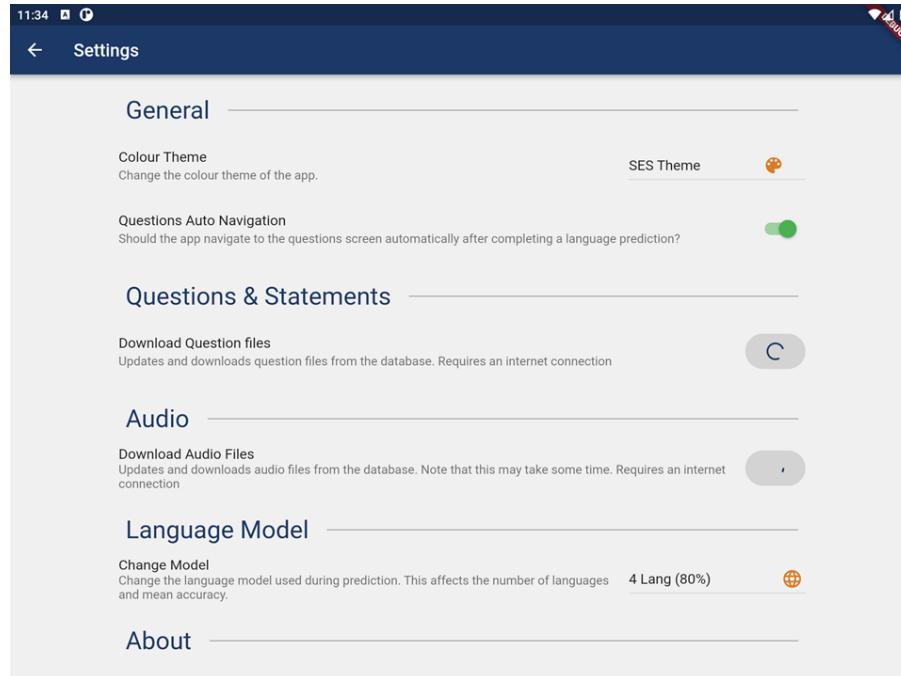
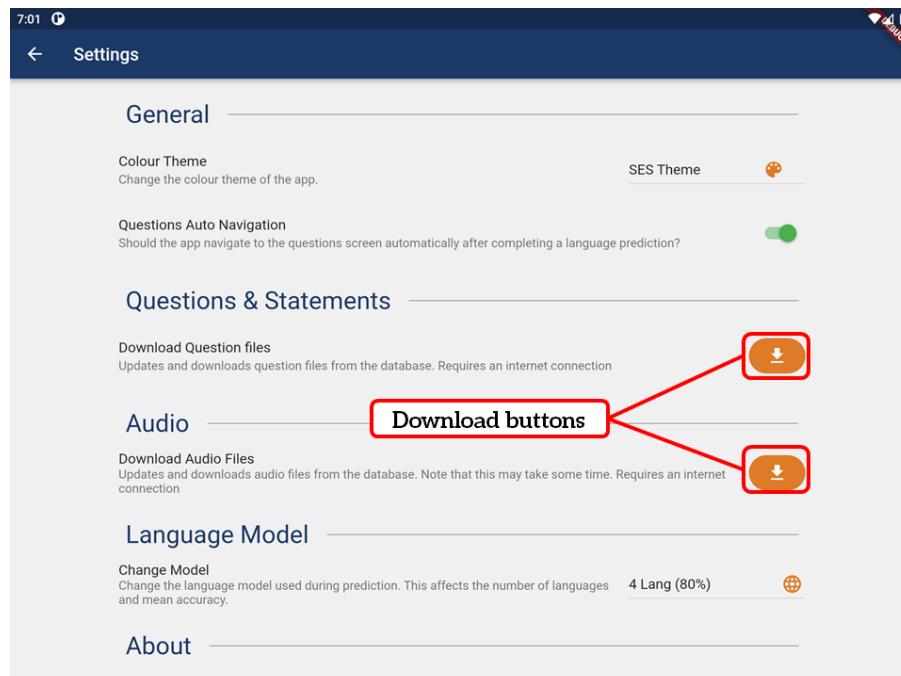


The burger menu is on the top left of every page



Step 2

Press the download buttons for both the Question and Audio files, and wait for the download to be completed.



Depending on the internet connection, the audio files might take a bit longer to finish downloading

Step 3

Complete! A green bar will appear at the bottom of the screen when the download has been completed.

The files are now stored locally and do not need an internet connection to be accessed.



Green bar showing the download is complete

The image is a screenshot of a mobile application's 'Questions and Statements' page. At the top, there is a dark blue header with the time '7:00' and a battery icon. Below the header is a navigation bar with three tabs: 'Answers History' (disabled), 'Questions and Statements' (selected), and 'Invitation to Speak' (disabled). Underneath the navigation bar are two buttons: 'Change language: French' and 'Stop audio'. The main content area is divided into two sections. On the left is a vertical list of categories: 'Greeting' (highlighted in orange), 'Reassurance', 'Communication', 'Rescue', 'Assessment', 'Treatment', 'Culture and Courtesy', 'Pre-incident', and 'Police'. On the right is a list of statements, each with an orange icon to its right. The statements are: 'Hello. We're here to help.', 'Look ahead. Don't move.', 'Remain still.', 'Neck with collar support.', 'Assistance for all. Patience. Working quickly.', 'Assistance till the ambulance arrives.', and 'Number of occupants.'

The updated Questions and Statements page

4. FAQ & Troubleshooting

4.1 Frequently Asked Questions (FAQ)

Does EARS support *translation*?

- No, EARS only identifies the language of the speaker and playback a pre-recorded audio of the question in the identified language.

Can the *answer history* be saved?

- Yes, the answer can be saved by sharing it through an option within the application. The application, however, does not save the answers between sessions so as to maintain privacy.

Is the application able to *vocalise non-included languages/phrases or statements* without a recording?

- No, due to privacy concerns and consent laws, only human verified translation and recording of the questions and statements are included in the application.

How many languages are currently being supported in the application?

- As of the current writing of this answer, the language model currently supports 4-12 languages, depending on the model used. There is currently audio available for 14 languages.

Will more languages be supported in the future?

- Not by the current development team. Due to time constraints and development requirements, the current model will only support up to 12 languages. However a future development team can train a new model on more languages and add it to the application.

Is it possible to *edit/add/delete/change the questions and statements* in the application?

- Yes, using the daughter application, it is possible to change and manage the contents of the questions and statements page.

Why are some of the *Questions and Statements* greyed out?

- This indicates that there is no voice recording available for the current question or statement.

Can the responses to greyed out *Questions and Statements* be recorded in the Answers History?

- No, the current version of the application only enables responses to questions with audio and records them into the answers history.

4.2 Troubleshooting

The *identified language is incorrect/the language of the speaker is already known.*

- In both the **Questions and Statements page** and the **Burger menu** on the top left, there is a **button labelled Current Language** that allows the user to manually change/select the voice recording language.

The *low colour contrast/theme of the application makes the questions difficult to read.*

- Under **Setting>Theme**, the application supports various high-contrast themes for colour blindness support for easier reading.
- Please refer to 3.4 Updates and Customization

The *answer to the question is incorrectly added.*

- In the **Answers History** page, the **pencil icon** at the end of each response allows for the selected response to be **manually edited**.
- The **trash icon** allows for **each response** to be **deleted**.
- Please refer to Section 2.4

5. Miscellaneous

5.1 Categories of Questions and Statements - ID

Categories	Questions and Statements ID
Greeting	001, 002, 003, 004, 006, 007, 030
Reassurance	005, 006, 007, 008, 009, 010, 013, 014, 015, 016, 080, 083
Communication	020, 021, 022, 023, 024, 025, 026, 027, 028, 097
Rescue	010, 093, 094, 095, 096, 011, 012, 016, 017, 018, 029, 030, 031, 032
Assessment	025, 069, 070, 056, 071, 072, 073, 049, 075, 063, 076, 028, 077, 098, 057, 080, 074, 081, 082, 083, 050, 064, 091, 092, 093, 094, 044, 043, 026, 095, 096, 045, 048, 051, 046, 047, 052, 053, 054, 058, 055, 059, 060, 061, 062, 065, 066, 067, 068, 027
Treatment	002, 003, 004, 005, 007, 008, 009, 014, 015, 016, 018, 091, 092, 093, 094, 095, 096
Culture and Courtesy	021, 022, 023, 025, 026
Pre-incident	029, 030, 033, 034, 035, 036, 037, 038, 039, 040, 041, 042, 079, 084, 085
Police	017, 084, 085, 086, 087, 088, 089

5.2 Table of all current Questions and Statements

ID	Questions and Statements - 2023 iteration	short	category	notes
001	Hello. We are from emergency services. We've come to help you. Please follow our instructions	Hello. We're here to help	Statement	
002	Please look directly ahead. Do not move your head.	Look ahead. Don't move.	Statement	
003	Please remain still. Try not to move in any way.	Remain still.	Statement	
004	We need to support your neck to restrict movement. A special collar will be fitted.	Neck with collar support	Statement	
005	We are working as quickly as possible to assist you. We will provide you with the first aid treatment you need.	Working quickly. First aid.	Statement	
006	We will assist everyone in need of help. Please remain calm and patient. We will work as quickly as possible.	Assistance for all. Patience. Working quickly.	Statement	
007	The ambulance is on its way. In the meantime, we will assist you.	Assistance till the ambulance arrives.	Statement	
008	You will be transported to hospital as soon as possible.	Hospital transport for you	Statement	
009	Everyone who needs hospital treatment will be transported as soon as possible. You will remain in contact with each other.	Hospital transport for all	Statement	
010	We will begin the work needed to get you out of the vehicle safely and as quickly as possible. Please	Work to free you is about to begin. Patience.	Statement	

	remain calm and patient.			
011	We need to remove some of the windows. You will be safe.	Window removal and provision of safety covers.	Statement	updated from original
012	We need to remove panels and doors. You will be safe. The work can be noisy. Your comfort and safety are our first priorities.	Panel removal and passenger safety.	Statement	
013	Your safety is our top priority. You will help us by remaining calm.	Safety is our priority. Remain Calm.	Statement	
014	You are doing well. Thank you for your co-operation. We are making good progress. We will have you out of the vehicle very soon.	Progressing well and thank you for co-operating.	Statement	
015	Try not to worry. We are making good progress.	Don't worry. Good progress.	Statement	
016	Please remain calm. All the emergency personnel are here to help you. We understand that you are worried and frightened but we cannot assist you if we do not have your co-operation.	Remain calm. We understand your fear. We need your co-operation	Statement	
017	We will not tolerate abuse. If you persist, we will call the Police for assistance.	Abusive behaviour.	Statement	
018	The ambulance is ready to transport you to hospital. Medical staff will travel with you. We will ask for an interpreter to be at the hospital when you arrive.	Ambulance is ready with medical staff. Interpreter.	Statement	
019	The helicopter is ready to transport you to hospital. Medical staff will travel with you. We will ask for an			not used

	interpreter to be at the hospital when you arrive.			
020	We are able to communicate with you by means of pre-recorded statements and questions. We will explain what we are doing and we will ask you several questions. All questions will require either a Yes or No answer only. Please watch the screen after I ask you a question. When I point to your answer on the screen, please make a sound. Remain silent, if I am pointing to the wrong answer.	Q n A communication	Statement	updated from original
021	Are there reasons why you cannot answer questions we need to ask of you?	Reasons for inability to communicate	Yes/No	
022	We will address questions about your injuries and medical condition to someone who can speak on your behalf. Please ask the person who can speak for you, to indicate to us in some way. We will ask that person questions relating to you first. We will refer to that person as your “spokesperson”.	Indicate spokesperson for communication	Statement	updated from original
023	Soon I will ask you several questions about how you feel and about your medical condition. Please answer all questions to the best of your knowledge. All questions will require a Yes or No answer by your “spokesperson”. Please watch the screen after I ask you a question. When I point to your answer, please ask your “spokesperson” to make a sound. If I am pointing to the wrong answer, ask your “spokesperson” to remain silent – NO sound. [Pause] We might check your answers with you	Q n A communication via spokesperson	Statement	updated from original

	if we are in doubt. Remember, we will not understand any spoken answers. Please do not raise your arms or turn your head.			
024	The answers you have given us have been recorded for medical and hospital staff information only. After your final treatments are complete the records are deleted. They cannot be recovered. Your privacy will be respected.	Recorded answers and your privacy	Statement	
025	We need to examine you for injuries and your medical condition to enable us to provide appropriate treatment. Do we have your permission to do so? Your "spokesperson" will answer on your behalf by making a sound.	Your permission sought for examination - spokesperson	Yes/No	
026	May we proceed with an examination of this person if needed?	To spokesperson - permission to examine.	Statement	
027	We might need to ask you several follow-up questions.	Possibility of follow-up questions.	Statement	
028	We will proceed with the questions. Please watch the screen after I ask you a question. When I point to your answer, please make a sound. Remain silent, if I am pointing to the wrong answer.	Casualty responses - "yes" and "no" - watch the screen.	Statement	
029	Are there dangerous or flammable goods in the vehicle?	Dangerous and flammable goods.	Yes/No	
030	How many people should be in the vehicle? Please watch the screen. Make a sound when my finger points to the number of people who	Number of occupants	Multiple Choice	updated from original

	were in the vehicle before the crash.			
031	Are any of these people your family members?	Family members?	Yes/No	updated from original
032	Is this person your partner?	Your partner?	Yes/No	
033	Are you required to wear spectacles when you drive?	Spectacles requirement.	Yes/No	
034	Have you consumed an alcoholic drink within the past five hours?	Alcohol.	Yes/No	
035	Have you taken any recreational drugs today?	Recreational drugs.	Yes/No	
036	Did you feel unwell before the crash?	General well-being	Yes/No	
037	Were you driving faster than the speed limit just before the crash?	Driving speed.	Yes/No	
038	Was the roadway wet or slippery?	Road Condition.	Yes/No	
039	Were you travelling on the correct side of the road?	Driving lane?	Yes/No	
040	Did you see animals or pedestrians in front of the vehicle prior to the crash?	Animals or pedestrians seen?	Yes/No	
041	Were other vehicles near you before the crash?	Other vehicles seen?	Yes/No	
042	Were you wearing a seat-belt?	Seatbelt worn?	Yes/No	
043	Using the screen, I will point to levels of pain from low to high. When I indicate the level of pain you are experiencing, please make a sound.	Indicate your pain level.	Likert Scale	updated from original
044	Are you in pain?	Pain?	Yes/No	
045	If you can, please point to where	Point to the pain	Statement	

	the pain is.	area.		
046	Do you feel like you want to vomit?	Need to vomit?	Yes/No	
047	Do you feel tingling in your legs?	Legs tingling?	Yes/No	
048	Do you feel tingling in your back?	Back tingling?	Yes/No	
049	Are you feeling dizzy?	Feeling dizzy?	Yes/No	updated from original
050	Are you having difficulty breathing?	Breathing difficulties?	Yes/No	exact same question as 065
051	Are you having difficulty hearing me speak to you?	Hearing difficulties?	Yes/No	
052	Are you having difficulty seeing me?	Vision difficulties?	Yes/No	
053	Do you have pain in your head?	Head pain?	Yes/No	
054	Do you have pain in your neck?	Neck pain?	Yes/No	
055	Do you have pain in your back?	Back pain?	Yes/No	
056	Do you have pain in your chest?	Chest pain?	Yes/No	
057	Do you have pain in your stomach or your lower abdomen?	Stomach pain?	Yes/No	
058	Do you have pain in your legs?	Leg pain?	Yes/No	
059	Do you have pain in your arms?	Arm pain?	Yes/No	
060	Do you have pain in your right shoulder?	Right shoulder pain?	Yes/No	
061	Do you have pain in your left shoulder?	Left shoulder pain?	Yes/No	
062	Do you have pain in your feet?	Foot pain?	Yes/No	
063	Do you have pain in your hands?	Hands pain?	Yes/No	

064	Have you been diagnosed with heart problems including blood pressure?	Diagnosed heart problems?	Yes/No	
065	Do you suffer from breathing difficulties and shortness of breath?	Breathing difficulties?	Yes/No	exact same question as 050
066	Have you been diagnosed with asthma?	Diagnosed asthma?	Yes/No	
067	Have you been diagnosed with diabetes?	Diagnosed diabetes?	Yes/No	
068	Have you been diagnosed with epilepsy?	Diagnosed epilepsy?	Yes/No	
069	Do you have any neurological conditions?	Neurological condition?	Yes/No	
070	Do you bleed easily?	Bleed easily?	Yes/No	
071	Do you take blood thinning medications?	Blood thinning medications?	Yes/No	
072	Have you had major surgery recently?	Recent major surgery?	Yes/No	
073	Are you currently suffering from an infectious disease?	Any infectious diseases?	Yes/No	
074	Do you have any other medical conditions?	Medical Conditions?	Yes/No	
075	Are you pregnant?	Pregnant?	Yes/No	updated from original
076	Do you take prescription medication?	Taking prescribed medication?	Yes/No	
077	Are you allergic to pain-killing drugs?	Allergic to pain-killing drugs?	Yes/No	
078	Each of you will need a neck support. A special collar will be	Individual neck collars.	Statement	newly added

	fitted to each of you.			
079	Were you wearing a helmet at the time of the crash ?	Wearing a helmet?	Yes/No	
080	Thank you for allowing me to examine you. Please answer YES or NO if you feel pain when I apply gentle pressure.	Thank you for permission. Feel pain?	Yes/No	
081	Does this hurt?	Does this hurt?	Yes/No	
082	Can you feel me touching you?	Feel my touch?	Yes/No	
083	Thank you for your answers and for your co-operation. You have been very helpful.	Helpful. Thanks.	Statement	
084	The Police will check some details with you now.	Check details.	Statement	
085	Please confirm you were the driver of this vehicle at the time of the crash.	Vehicle driver?	Yes/No	
086	Please give the Police your driver's license for them to check the details. It will be handed back to you.	Hand license to Police.	Statement	
087	Please ask the other occupants to meet with the Police.	Meeting with Police.	Statement	
088	The Police will arrange for you and your passengers to be transported to your accommodation or to your friends.	Transport to accomodation	Statement	
089	Please move to the place to which I am pointing and wait for me there. Do not move away.	Move to place indicated and wait.	Statement	
090	Have you walked since the crash?			originally 078, not used
091	Do we have your permission to	Permission to	Yes/No	newly added

	examine you?	examine you (direct).		
092	Show me where.	Location of pain or injury.	Statement	newly added
093	A first-aid officer needs to give you pain relief.	Administration of pain relief.	Statement	newly added
094	We need to bandage your wounds.	Bandage wounds.	Statement	newly added
095	We need to apply a splint.	Splint application.	Statement	newly added
096	We are about to move you. We will be as careful as we can. If you relax and do not struggle it will be more comfortable.	Need to move casualty.	Statement	newly added
097	Please watch the screen after I ask you a question. When I point to your answer, please make a sound. Remain silent if I am pointing to the wrong answer.	Communication strategy for possible answers.	Statement	newly added