13 A A B S S S S S S S S S S S S S S S S S	TITLE: EMERGENCY RESPONSE PROTOCOL		GRH TC- 21/2010
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GUIDELINES FOR EMERGENCY RESPONSE PROTOCOL ARE AS FOLLOWS

In case of mass casualty/accident and emergency the following steps are to be followed to streamline the resources of the hospital

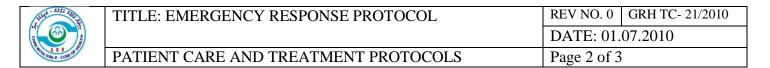
- 1. Alerting process and personnel notification
- 2. Initial response
- 3. Transportation of patients
- 4. Reception of patients
- 5. Security
- 6. Media relations
- 7. Family information centre
- 8. Stress management unit
- 9. Termination
- 10. Evaluation
- 11. Outline of individual responsibilities
- 12. Standard Operative Procedures

Alerting process and personnel notification (1/3)

The hospital reception/staff is alerted about an incident that has occurred in the island/nearby island.

The details that one must obtain if possible are

Sl. No.	Detail	Reason	
1	Name of the caller	For purposes of identification	
2	Telephone number of the caller	To contact him/her in case his/phone is out of credit/ to get	
		more details after he initial call/ to make an expert talk to	
		him/her	
3	Exact location of the incident	To ascertain the mode of transportation that is required	
4	If the caller is also injured	So that the team can rush to the area/mobilize other resources	
5	How many people involved in	So that the hospital can alert the departments about the	
	the accident	logistical requirement	
6	Is there transportation available	In case injured patients are arriving by their own	
	from the site of accident to the	transportation e.g. from their island by speed boat; so that	
	hospital	ambulance has to receive the injured at the ferry	
7	Is there a fire hazard/fire burning	So that the team approaching would do so with caution/fire	
	near the accident site	brigade can be alerted simultaneously	
8	Is there a hazard of electric	The team must go in with insulated boots and use wooden	
	shock?	sticks to move the victims	
9	Tell the caller to be calm and	This is done to allay anxiety and reassure the caller/victims	
	give him an estimated time of	that help is on the way.	
	arrival		



Alerting process and personnel notification (2/3)

Color code is used to classify the injured

Sl. No.	Code	Injury
1	Black	Dead
2	Green	Minor injuries - Abrasions, lacerations
3	Yellow	Non-life threatening major injuries- Fractures, Deep lacerations, minor burns
4	Red	Life threatening injuries- Open Chest injury, Head injury, Polytrauma

Reception/PRO will inform the following

- a) Ambulance Drivers
- b) Manager
- c) Medical Officer In-Charge
- d) Nursing In-charge
- e) Paramedical staff (Laboratory/X-ray)
- f) Police Department
- g) Fire brigade (if there is a fire hazard)
- h) Store in-charge
- i) Security in-charge

Alerting process and personnel notification (3/3)

- 1. Respective in-charges will inform their team members to reach the hospital as soon as possible/give them a time frame (if patient is coming by sea)
- 2. Paramedical staff come on the scene immediately/based on the time frame.
- 3. Manager informs relevant authorities (atoll office/island chiefs/MNDF/Police)
- 4. Store in charge ensures that store is ready for all consumables that are needed
- 5. Security in charge alerts the security for crowd control.
- 6. Blood donors are called only for code yellow or code red.

Initial response

Team that is mobilized to the accident area/ferry is as follows

Sl. No	Code	Team	Paraphernalia
1	Black	Ambulance driver, Nurse	Stretcher
2	Green	Ambulance driver. Nurses	Stretcher, Oxygen cylinder, Emergency kit
3	Yellow	Ambulance driver, 2 Nurses	Stretcher, Oxygen cylinder, Emergency kit
		1 medical Officer	
4	Red	Ambulance driver, 2 Nurses	Stretcher, Oxygen cylinder
		1 Medical Officer, 1 Surgeon	Emergency kit

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At the accident area, each victim undergoes a primary assessment (as per poly trauma protocol) and the team in the hospital is informed regarding

- a) Number of victims
- b) Nature of injuries
- c) If blood would be needed
- d) Fire/electric shock/explosion hazard
- e) Need for more ambulances a the site

Transportation of patients

Patients are transported from the site of accident to GRH maintaining ABC. (as per poly trauma protocol)

Reception of Patients/Security

Patients are received and a FIFO policy is used to see that all patients are attended to using appropriate protocols (dressing, burns, Polytrauma)

A triage is done to see that the treatment is done as per Code Red>>Code Yellow>>Code Green>>Code Black

Security ascertains crowd control and ward safety in case od vandalism/miscreants

Media relations

Manager, MOIC, NS, PRO have a meeting and then the Manager releases a report to the media. No one else other that manager is permitted to speak to the media.

Family information centre/Stress management unit

A desk will be set up for the following purposes

- a) Identification of patients
- b) Informing the condition of the patients to their relatives
- c) Coordinating transport and logistic if the need arises.
- d) Stress management of the patient party

Termination

The exercise will terminate when all the patients have received primarry care and all the paper work has been done.

Evaluation

Post-event evaluation will be done to ensure that all steps went as per the protocols and scope for improvement will be always given a priority.

Outline of individual responsibilities/SOP

As per the protocols, command structure of a given patient as per Polytrauma protocol. Injuries to be treated as per individual protocols.