

Resolve IT: Emergency scenarios – scenario 1

Your mission...

Collect the people and assets needed to deal with the following emergency from the initial 999 call through to a final solution.

A young woman, 18 years old, is riding her mountain bike through a forest when she hits a tree at speed. She is knocked unconscious.

Her friend is with her. She has a mobile phone with a signal. She is very distressed because she thinks her friend may have a broken neck.

The accident has occurred two miles from the nearest tarmac road, but there is a stony forest track nearby that an ambulance could use. A hundred metres away there is a clearing in the forest that a helicopter could land on.

There is very poor VHF radio reception in this hilly area.

Things to think about:

- What people and assets will be needed?
- The control centre will not be able to talk to their people using VHF radio, once they are at the incident. How can they keep in touch?

Resolve IT: Emergency scenarios – scenario 2

Your mission...

Collect the people and assets needed to deal with the following emergency from the initial 999 call through to a final solution.

A man, aged 62, has collapsed in a shop in the centre of a busy market town. He is complaining of chest pains. A member of the public, who has had some first aid training, thinks the man is having a heart attack. She does not have a mobile phone, but asks the shop manager to dial 999.

There is a Community Support Responder based in this town. He has equipment to help heart attack patients.

Things to think about:

- What people and assets will be needed?
- How can the Community Support Responder be contacted?

Resolve IT: Emergency scenarios – scenario 3

Your mission...

Collect the people and assets needed to deal with the following emergency from the initial 999 call through to a final solution.

A pregnant woman, aged 22, is at home with her toddler when she suddenly goes into premature labour. She lives on a farm in a remote area and there are no other adults around. She rings 999 using her mobile. She is worried that the farm is difficult to find, but she is too distressed to give clear directions.

Things to think about:

- What people and assets will be needed?
- How will the ambulance find its way to the correct location?

Resolve IT: IT solutions – scenario 4

Your mission...

Collect the people and assets needed to deal with the following emergency from the initial 999 call through to a final solution.

A young man, who is 20 years old, has fallen while out cross-country running and has a suspected broken leg.

A farmer has found the young man. He has a CB radio in his tractor, so is able to call his brother and ask him to dial 999. There is no mobile phone reception in the location, but radio reception is okay.

The farmer has a GPS receiver on his tractor.

There is confusion about the precise location of the patient. The ambulance control centre cannot pinpoint the location because the electronic map in the control centre does not show the place the farmer has described. But they must respond immediately, as they have been told that the young man is in shock and is very cold.

Things to think about:

- What people and assets will be needed?
- How might the GPS receiver on the tractor be of some use?

Resolve IT: Emergency scenarios – scenario 5

Your mission...

Collect the people and assets needed to deal with the following emergency from the initial 999 call through to a final solution.

There has been an accident at a warehouse. The insulation on a mains power cable was damaged and an apprentice has been electrocuted. He is unconscious. The Warehouse Manager dials 999 and asks for an ambulance.

The manager tells the control centre that the apprentice is epileptic and takes medication. She tells the control centre the names of the drugs that the apprentice takes.

Things to think about:

- What people and assets will be needed?
- How can the control centre find out information about the epilepsy drugs and pass it on to the ambulance crew or paramedic?

Resolve IT: Emergency scenarios – scenario 6

Your mission...

Collect the people and assets needed to deal with the following emergency from the initial 999 call through to a final solution.

A group of school children are on a trip to London. One of the children, who has a nut allergy, has accidentally eaten something containing nuts. He has gone into shock.

The child becomes ill while on an underground train. The whole group disembarks from the train at one of the deepest stations. A teacher asks the Station Supervisor to call an ambulance.

Things to think about:

- What people and assets will be needed?
- Will VHF radios or mobile phones work underground?
- How can the ambulance control centre keep in contact with their people when they enter the underground system?