



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



CLINICAL DIRECTIVE 01/2013
FROM: Medical Director
TO: Control Supervisors and Control Staff
SUBJECT: Dispatch of emergency ambulances to 999 calls <ul style="list-style-type: none">▪ All calls received through the 999 system must be put through AMPDS and have a call determinant generated.▪ All calls received through the 999 system must have the nearest available resource allocated and dispatched to the call, even if that resource is not within the immediate area of the call. There are no circumstances in which it is appropriate to not dispatch an emergency resource to a 999 call. In this context, it is not appropriate to inform callers that NAS has no resource to dispatch.▪ Callers must not be advised to initiate transport of patients themselves, and if a caller decides to initiate transport of the patient themselves, the nearest available resource must be dispatched either to intercept the patient or towards the location the patient is being transported to (e.g. GP surgery)
RATIONALE: <p>NAS has recently dealt with some incidents where the above has not happened. All requests for assistance received from the public through the 999 system mandate dispatch of the nearest available emergency resource.</p>
EFFECTIVE FROM: <p>May 10th 2013</p>
EFFECTIVE TO: <p>Indefinitely</p>
QUESTIONS OR COMMENTS ON THIS DIRECTIVE: <p>Control Manager</p>

Clinical Directives are formulated by the National Ambulance Service Medical Directorate, the National Ambulance Service Education and Competency Assurance Team, the Dublin Fire Brigade Medical Director, the Dublin Fire Brigade EMS Support Team and the Irish Coast Guard Chief Crewman (Standards). Clinical Directives apply to all relevant staff in the HSE National Ambulance Service, Dublin Fire Brigade and Irish Coast Guard helicopter winch-crew.

Seirbhís Náisiúnta Otharchair
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