

WHAT TO DO IN A MEDICAL EMERGENCY



- **Call Triple Zero (000)**
- **Stay with the person, provide First Aid if needed**
- **Tell them HELP is on the way**
- **Staff to accompany person to hospital when possible**



Step 1

1. **Get Hospital Support Information Folder**
2. **Place Webster Pack in the **RED** Section**
3. **Medication Chart (or photocopy) in the **RED** Section**



**TOP
5**

Step 2

1. **Give the Hospital Support Folder to the Paramedic**
2. **Tell them the folder needs to be handed to the hospital staff**
3. **Show the PARAMEDIC the person's **TOP 5** and explain it's purpose**



Step 3

1. **Contact your Manager or if after hours contact the On Call Manager**
2. **Contact the Person's family/Person Responsible**
3. **Complete an Incident Report**

Once the person is safely admitted in the Hospital

If a staff member does not accompany the person to hospital, the team leader or a designated staff member are to telephone or attend the hospital as soon as practical to provide support to the person. Ensure that hospital staff have the person's Hospital Support Information Folder and any other additional information they require together with any unpacked medications.