



EMERGENCY SERVICES – AMBULANCE CONTROL

Important Instructions when dialling 999 for an Ambulance

There are several situations where you or your child's carer/nursery/school may need to call an ambulance. Hopefully these will be few and far between but this leaflet sets out the indications for a call and what needs to be said to the Ambulance Control.

Many ambulance services in the UK are now following a 'pathways system' and each 999 call is triaged.

The 'pathway' followed for Addison's and for all other cortisol deficient disorders is '**ADRENAL INSUFFICIENCY.**'

So in an emergency dial 999 and ask for Ambulance Service. The call handler will ask for the location which is where the ambulance should be sent.

The call handler will then ask for various details such as name, date of birth and what is wrong - it is most important that you state that the patient has **ADRENAL INSUFFICIENCY and NEEDS AN EMERGENCY HYDROCORTISONE INJECTION.** **ADRENAL INSUFFICIENCY** is the key statement for the Ambulance Crew who will recognise it, respond accordingly and will act by giving emergency hydrocortisone.

At present if you have a protocol logged with emergency services this is flagged by the patient's address (not by their name) so it is important to make the emergency call handler aware that there is a protocol in place and to give the patients address if you have it.

This reinforces the importance of wearing a medic alert with the wording **ADRENAL INSUFFICIENCY** and also carrying one of our Adrenal Insufficiency Cards which will have the home address details on.

When to Call Ambulance:

You should call an ambulance when:-

1. **AFTER** you have given an emergency injection and there has been no response.
2. If you/your child is involved in an accident.
3. There is loss of consciousness.
4. If you/your child is vomiting and cannot keep medicines down.
5. If you/your child is very unwell and you do not have an injection kit or unable to give the injection.

When the ambulance arrives give a copy of our emergency letter or Adrenal Insufficiency Card to the team.

Note that if an extra bolus dose of hydrocortisone is given in this situation it will not be harmful.

On the Way to Hospital:

Give your endocrine team at your hospital a call as soon as possible and advise them of the situation.

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"The ideas expressed are independent of the authors' affiliations. Data provided is from current literature and should always be discussed with your endocrinologist first"