Calling Emergency Services

Read through the scenario. Write what Greg could have done differently if he followed the DRSAB procedure.

Scenario	What Greg could do differently
Greg arrives home and sees his brother lying on the kitchen floor. Panicking, Greg shouts “Aaah! Mark! What’s happened? Wake up!”. Greg shakes Mark roughly by the shoulders. Mark does not respond. Greg has forgotten the ambulance number so he searches for it online, and eventually dials 000. On the phone the operator asks ”Emergency. Police, fire or ambulance?” Greg replies ”Ambulance! Quick! Mark’s unconscious! Please hurry!” Greg hangs up the phone.	

2. Write Greg’s possible responses to the emergency operator’s questions after he has followed the DRSAB procedure.

Operator: Emergency. Police, fire, ambulance?

Greg:

Operator: What state and town are you calling from?

Greg:

Operator: Ambulance. What is the exact address of your emergency?

Greg:

Operator: What phone number are you calling from?

Greg:

Operator: What is your emergency?

Greg:

Operator: Okay, an ambulance is on its way. Please stay on the line. Is the casualty conscious?

Greg:

Operator: Is the casualty breathing?

Greg:

Operator: I can hear the ambulance has arrived now. Go and open the door for them. Great job!