

PISSOURI RESIDENTS ASSOCIATION PLUS

SCHEME

This bulletin is to advise and confirm to members of the Pissouri Residents Association Plus (PRA +), the sequence of actions to be taken when requesting emergency medical assistance as part of the scheme.

There have been a number of occasions when a delay has occurred in providing emergency medical assistance as part of the PRA+ scheme due to calls being made direct to the emergency ambulance call centre, essentially by-passing the on-call Emergency Responder.

This has led to the cause of the delay in providing emergency medical assistance.

Please note the following points and procedures:-

The emergency ambulance call centre ***will not mobilise an ambulance*** unless the call is initiated by the on-call Emergency Responder or the PRA+ Co-Ordinator.

The on-call Emergency Responder is also able to contact a medical doctor who is available 24/7 and will attend within minutes if deemed necessary.

Just to confirm that the PRA+ scheme provides a 24/7 medical emergency response as follows:

- On-call Emergency Responder.
 - On-call medical Doctor.
- Emergency Ambulance (Paramedic/Nurse-British qualified).

If you require emergency medical assistance as part of the PRA+ scheme you must ***FIRST*** phone the

‘Emergency Helpline’ number 97 836222

This number is located on the back of your Pissouri Residents Association membership card labelled **‘Emergency Helpline’**

In the unlikely event you cannot get through then you can call the

Co-ordinator on **97 838345**

Time is critical when someone needs emergency care, following the correct procedure ensures that we get to you as quickly as possible.