

Book Review Emergency and Ambulance Service Guidelines in Primary Health Facilities

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1. Introduction

This book is an important document for all medical and health professionals. It is a guide to emergency services and ambulances that use the One Country One Number concept emergency line. These guidelines have documented the organization, scope of services, human resources, policies, procedures and specific achievement indicators as well as the resources available according to the facilities that provide emergency and ambulance services through the emergency call coordination center (MECC) and the handling of emergency calls throughout the country. The use of these guidelines can ensure standardization of pre-hospital services provided to clients. In addition, the services provided are also made more systematic, effective and consistent.

Emergency services are part of the basic services in primary health care. It allows the community to get basic emergency treatment and appropriate referrals. This service can be optimized through good and organized management. Although the implementation needs to take into account the capacity of a clinic in terms of infrastructure facilities, equipment, number of ambulances and the number of health personnel available, it is hoped that the generic guidelines provided can be fully utilized in the operation of this service at the field level. It is hoped that these guidelines can help health workers provide efficient and quality services to all clients who need emergency services. These guidelines are a combination and improvement of the Emergency Service Operation Policy book at Health Clinics and Rural Clinics with the Ambulance Service Operation Policy book at Health Clinics. Emergency services are one of the main services in health clinics. While at the rural clinic level, among the basic services provided are midwifery at home and treatment of minor illnesses. Both of these services involve emergencies, namely obstetric emergencies and accidents. The implementation of these guidelines must take into account the capacity of a clinic in terms of infrastructure facilities, equipment, the number of ambulances and the number of health personnel available. Health personnel who are responsible for these services need to use these guidelines as a reference

in providing effective and quality emergency services to the communities in their respective operational areas.

The objective of this book is to ensure that the implementation of emergency services complies with the standards that have been set, to ensure that basic emergency services are given according to priority based on professional assessment and to ensure that initial emergency services (primary responders) are given promptly, efficiently and effectively. The Family Physician/Medical Officer in charge of the health clinic is fully responsible for emergency and ambulance services and ensuring adequate equipment and functioning with a trained, skilled and disciplined team. He is also responsible for ensuring that emergency services meet the standards and targets of fast, accurate emergency services to reduce morbidity and mortality. For health clinics that do not have a medical officer, an assistant medical officer is responsible for this service. While the Family Physician/medical officer at the nearest health clinic identified is fully responsible. The emergency service team at the health clinic consists of Family Physicians, Medical Officers, Assistant Medical Officers, Trained Nurses, Community Nurses, Health Care Assistants and Drivers. Each member of the emergency services team has specific roles and duties. The on-call duty schedule must be prepared, and the members involved in duty according to the set schedule and rotation. Health personnel on duty must ensure that every medical equipment's is in good condition and functioning on each day of duty by using a checklist or other appropriate method.

Ambulance service is one of the services provided at the health clinic for customers in need. Ambulance services play an important role in handling and simplifying the management of emergency cases and accidents. The ambulance service network in some health clinics is integrated with hospitals through the Medical Emergency Coordinating Centre. In 2015, a total of 328 health clinics were in the MECC network. Under this network, pre-hospital service needs such as Interfacility Transfer can be obtained by primary health facilities that do not have their own ambulance. Under this

network also primary health facilities in strategic locations and having ambulances will be activated to provide emergency ambulance response services to the surrounding communities. The involvement of primary health facilities in this network can help save lives in cases of emergencies or accidents. Apart from that, primary health facilities are also involved in medical standby and disaster response services. Both of these services require the facilities involved to provide an ambulance team on standby or move to the location in question. These guidelines are prepared to provide guidance on the implementation of ambulance services in health clinics. This service must be implemented according to the

standards and quality set. These guidelines can be used by health personnel as a reference in providing effective and quality emergency services to communities in their respective operational areas [1].

References

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