



When to Call 999

You should only call 999 for an ambulance in a medical emergency when it is obvious that you or another person is in a life-threatening condition.

Think **AMBULANCE:**

Always call 999 if:

Medical Emergency e.g diabetic coma, seizures

Blood loss, Broken Bones, Severe Burns

Unconscious

Left or right sided weakness

Allergy with airway problem

Not breathing

Collapse, severe chest pain

Everything else – Consider an alternative e.g GP /
OOH GP / Minor Injury Unit / Pharmacist / District
Nurse



**It is not the role of NIAS to lift uninjured residents who have
fallen - this is an inappropriate use of the service.**



Appropriate Care Pathways

The Northern Ireland Ambulance Service is much more than just a transport service. Paramedics now have a range of options which may mean a patient is referred to a specialist and treated at home or transported to a facility, other than the Emergency Department, which is more appropriate for their needs.

Examples of Appropriate Care Pathways:

District Nursing

Referral to district nursing teams for conditions such as blocked catheters, dressings, peg tubes etc.

COPD

Referral to community respiratory teams for patients presenting with an exacerbation of COPD.

Diabetes

Referral to diabetic specialist nurses for patients who have had a hypoglycaemic episode.

Palliative Care

Referral to specialist nurses for patients with end of life care needs.

Frail / Elderly

Referral to care of the elderly led services for frail / elderly patients.

Falls

Referral to a falls team for patients over 65 who have fallen and remained at home.

Seizures

Treat and leave pathways for patients with epilepsy who have had a seizure.

Examples of Alternative Destinations:

Minor Injury Units

There are 6 minor injury units across NI which can treat a range of minor injury presentations and prevent unnecessary ED attendance.

Frail / Elderly Units

NIAS can provide transport to a number of units across NI which offer specialist care of the elderly input e.g BCH Direct; Antrim Direct Assessment Unit.

Cardiac Cath Labs

NIAS paramedics will transport patients having a heart attack to one of the specialist centre in Northern Ireland. They are located at the Royal Victoria Hospital and Altnaglevin Hospital.

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