

Medical Emergency Protocol

In the event of a medical emergency, caregivers (carers) should follow a well-defined protocol to ensure prompt and effective care. Here are the essential steps for caregivers during a medical emergency:

Step	Procedure
Assess the Situation:	<ul style="list-style-type: none"> • Remain calm and assess the severity of the situation. • Ensure your safety and the safety of the person you care for.
Call for Help:	<ul style="list-style-type: none"> • Dial the emergency services 000 immediately. • Provide clear information about the situation, location, and the person’s condition.
Follow guidance from the Emergency Operator	<ul style="list-style-type: none"> • Follow any specific instructions based on the person’s medical condition.
Retrieve Medical Information:	<ul style="list-style-type: none"> • Refer to the person’s emergency care plan (if available). • Gather information about their existing medical conditions, allergies, medications, and any specific care needs.
Stay with the Person:	<ul style="list-style-type: none"> • Remain by their side until professional help arrives. • Reassure them and keep them as comfortable as possible.
Communicate with Emergency Responders:	<ul style="list-style-type: none"> • Provide relevant details to paramedics or emergency personnel. • Inform them about any specific care requirements or medical history.

Notify Emergency Contacts:	<ul style="list-style-type: none"> • Contact Decent Care Team Leader / Management 03 9706 7619 • Decent Care will then reach out to the participants emergency contacts (as specified in their Emergency Plan). • Keep them informed about the situation.
Document the Incident:	<ul style="list-style-type: none"> • Case Note: important details, including the time of the emergency, actions taken, and any changes in the person’s condition. • File Incident report

Note: Remember that each person’s medical needs are unique, so adapt your response based on their specific conditions.