



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

16th December 2024

Question

We would be grateful to receive a copies of:

- a. All Scottish Ambulance Service protocols/policies/guidance related to triage and dispatch;
- b. All Scottish Ambulance Service protocols/policies/guidance relating to the handling and triaging of calls where the patient is reported to be suffering from a heart attack and or cardiac arrest.

Answer

Our Medical Priority Dispatch System software helps our call handlers determine an appropriate level of response to all 999 calls, including calls for suspected heart attacks or cardiac arrest. The specific questions asked are determined by the protocols and are owned by the company that produces them. Home - IAED ([International Academies of Emergency Dispatch](#)) Following triage using this system the outcome "code" is matched to a clinical response level, which helps our dispatchers prioritise the allocation of calls to available ambulance resources. There isn't a "standard" response for calls of this type as it would depend on the specific information passed by the caller but generally speaking we would expect to be sending a paramedic crewed ambulance, as an emergency response for heart attacks and a minimum of 3 trained personnel to manage a cardiac arrest.

Once an ambulance clinician arrives on scene, the care delivered for suspected heart attacks or cardiac arrest would be in line with our clinical guidelines. Our clinicians have access to the relevant treatment guidance online and through the app. [The Guidelines – JRCALC](#)