



HOSPITAL EMERGENCY PROCEDURES

EMERGENCY DIAL - 777

- Normal Routine will be disrupted for the duration of the emergency
- Stay on duty until ALL CLEAR or otherwise instructed
- Restrict Telephone use to essential communications only

FIRST AID

Stay calm - stop & think - call for help

- **Safety** Assess the scene. Is it safe for you to help?
Assess the person. Unconscious? Breathing? Accident?
Do not move the person unless for their immediate **safety**
- **DIAL 777**
State - Exactly where the person is
State - What appears to be wrong
- **Give immediate first aid**
 - Airway** - Open and clear
 - Breathing** - If not breathing give 2 breaths
 - Circulation** - If no pulse begin CPR
 - Bleeding** - Apply direct pressure and elevate limb
 - Burns** - Pour cold fluid over burn for at least 10 minutes
 - Unconscious** - Place in recovery position on their side

FIRST AID

AGGRESSION

- If confronted, remain calm
- Speak and move in a non-threatening manner
- Withdraw from Aggression. Maintain own safety
- Alert other staff: Summon help

DIAL 777 - State "SECURITY ALERT"

- Give exact location: Room Number
Ward or Department
- Describe specifically the incident
- Operator will notify Police, Security, Orderlies and Management

Clear everyone from immediate danger

AGGRESSION

HOLD UP

If confronted - Obey instructions
NO heroics! Your safety comes first

Remain calm

•Discreetly observe

Physical details and clothing

Any distinguishing characteristics

Anything touched or taken - any weapons

Exit route - vehicle

•DIAL 777 when safe to do so

State - "HOLD-UP"

State - Exact location

State - Details of events

Operator will connect you to Police

Operator will notify Security, Orderlies and Management

•Record details of incident as soon as possible

Restrict entry to the area

DO NOT touch anything at the scene

Ensure a staff member remains with the patients

HOLD UP

HAZARDOUS MATERIAL ALERT

If you see, smell or suspect the release of a hazardous material

•Remove

Anyone in immediate danger ONLY if safe to do so
Isolate hazard -
e.g. close door between you and the hazard

•Activate

Fire Alarm Call Point
DIAL 777 - State "HAZARDOUS MATERIAL ALERT"
State exact location
State type of material
Request EMERGENCY MEDICAL ASSISTANCE
if required - e.g. breathing difficulty, collapse

•Contain

Do not risk contact
Stabilise according to your known Health & Safety
Guidelines if appropriate
Close doors between you and the hazard
Evacuate the immediate area and prevent re-entry
Activate your Emergency Procedures

HAZARDOUS MATERIAL ALERT

LOSS OF...

Power, Lighting, Communication, Medical gases, Suction, Water, Sewerage, Air-conditioning, Ventilation, Steam, IT Systems

- Staff return to own unit if safe to do so
- Escorted patients - proceed to destination if safe to do so, otherwise
- Return to own unit, or nearest Nurses' Station

Assess the Extent and Impact of the Failure

Minor Failure

Not Life threatening - Minor disruption to routine

- Notify your immediate Manager or After Hours Support Manager
- The Manager will contact appropriate Department

Major Failure

Life threatening - Situation out of control - Major Disruption to routine

- **DIAL 777** - State nature of problem
State exact location
- Operator will notify appropriate Department and Management
- Activate your Emergency Procedures

ESSENTIAL UTILITY FAILURE

SUSPICIOUS ACTIVITY

- **DIAL 777** and request SECURITY/ORDERLIES
if any suspicious activity observed
- State exact location and nature of problem
- Alert other staff - Observe situation

UNAUTHORISED VISITOR

- Any visitor must be welcome to the patient concerned
If the visit is causing distress, the visitor must be asked to leave
- Anyone visiting to sell, or propogandise, must have Management permission
- Politely challenge any such person. If no ID or satisfactory explanation, notify Security/Orderlies
- All authorised staff are issued with identification. Anyone stating to be a staff member with no ID or Contractor with no ID refer to Security/Orderlies

**DIAL 777 and request Security/Orderlies
if any problems occur with any visitors**

CRIMINAL ACTIVITY

- **DIAL 777** - State exact location and nature of problem
- Operator will connect you directly to Police
- Operator will notify Security/Orderlies and Management

UNAUTHORISED NEWS MEDIA

- Do not give information or be engaged in conversation
- Request to return to Hospital Main Reception to contact
Communications Coordinator or After Hours Support Manager
- Inform Main Reception or After Hours Support Manager immediately
 - Communications Coordinator 8411
 - Main Reception 8580

SUSPICIOUS ACTIVITY/UNAUTHORISED VISITOR or MEDIA

BOMB THREAT

Keep calm - Treat as genuine

- Document exact wording of threat

Keep the person talking, ask and record answers to:

- *When will the bomb explode? *Where did you put the bomb?
- *What does it look like? *What kind of bomb is it?
- *What will make it explode? *Why did you place the bomb?

- Alert other staff
- **DIAL 777** - State "BOMB THREAT"
- State your location and name
- Location of bomb if known and time set to explode
- Operator will connect you to police
- Operator will notify Security/Orderlies and Management
- Activate your Emergency Procedures

SUSPICIOUS OBJECTS

If found, do not touch

- Remove anyone in immediate danger
- **DIAL 777** - State "SUSPECT OBJECT"
- State exact location and name
- Isolate the area and prevent access
- **Do NOT activate Fire Alarm** (Red Box)
- Operator will notify the Police, Security/Orderlies and Management

BOMB THREAT / SUSPICIOUS OBJECT

MISSING PATIENT

- Confirm patient missing - initiate search of immediate area
- Document current description
- Notify Unit Manager
 After Hours Support Manager
 Security/Orderlies
 Medical Team responsible for patient's care
 Police Control
 Principal care-givers/relatives

(Document in patient notes action taken and update regularly)

PATIENT SEEN TO LEAVE

- If patient poses risk to themselves, staff or others notify Police
- Alert other staff **before** attempting to follow or retrieve
- Notify Unit Manager/After Hours Support Manager and Medical Team
 responsible for patient's care and principle care-givers/
 relatives
- If appropriate notify Security/Orderlies
- Document description, clothing and last known direction
- Follow at a safe distance on Hospital site only
- Do not follow into any isolated area alone

IF PATIENT RETURNS

- Notify all concerned

MISSING PATIENT

FIRE

If you discover or suspect fire

Remove *Anyone in immediate danger

Activate *Fire Alarm (Red Box)

***DIAL 777**

*State "FIRE"

*State exactly where fire is

*State what is burning

*State your name

*Alert other staff

Contain *Close doors and windows between you and the fire

Extinguish *The fire if SAFE to do so

Evacuate away from the fire

Follow your Unit Fire Evacuation Scheme

FIRE

FIRE ALARM SOUNDING

Patient Occupied Area

- Remain where you are
- Follow your Unit Fire Evacuation Scheme
- Staff in transit return to unit if safe to do so
- Escorted patients proceed to destination if safe to do so and if lift use not required. Otherwise report to nearest Nurses' Station
- Staff in Cafeterias evacuate and await instruction

Non Patient Occupied Area

- Total evacuation via the nearest safe exit
- Follow your Unit Fire Evacuation Scheme

THE ALL CLEAR

- The ceasing of Fire Alarm does NOT mean the emergency is over.
- No one can enter the building until the "ALL CLEAR" is given
- Only the Fire Service can give the "ALL CLEAR"
- The "ALL CLEAR" is announced by the Building Warden and/or 3 short rings and final cessation of alarm bells
- Resume normal routine when "ALL CLEAR" received

FIRE ALARM SOUNDING / ALL CLEAR

MEDICAL / SURGICAL EMERGENCY

- Cardiac arrest
- Respiratory arrest
- Airway partially obstructed, noisy breathing
- Sudden deterioration in level of consciousness
- Seizures prolonged or repeated
- Uncontrollable haemorrhage
- Sudden collapse
- Other conditions where staff are concerned at the patient's status
 - * Alert other staff - Summon **immediate** help
 - * **DIAL 777** - State "MEDICAL EMERGENCY"
 - * State exact location - Ward or Department - and your name
 - * Initiate Resuscitation Procedures

PSYCHIATRIC EMERGENCY

If a person shows signs of potential harm to themselves, staff or others:

- Alert other staff
- **DIAL 777** - State "SECURITY ALERT"
 - State exact location and your name
- Ensure own safety, other patients' safety
- Notify Unit Manager
- During normal working hours page Psychiatric Liaison Nurse
- After hours call Ward 17 Senior Nurse on duty - **DIAL 8308 or 8717**
 - These people will assess situation and co-ordinate assistance

OBSTETRIC / NEONATAL EMERGENCY

- Alert other staff - Summon immediate help
- **DIAL 777** - Request Obstetrician, Anaesthetist and/or Paediatrician
 - * Give details
 - * State exact location of emergency and your name

CLINICAL EMERGENCY

EARTHQUAKE

During the earthquake

If inside: Stay inside

- *Instruct others to do the same
- *Do not use lifts. Avoid Stairs

Take cover

- *Stand in a doorway, get under a bench
- *Move away from windows and anything that could fall on you
- Remove anyone from immediate danger if safe to do so

If outside : Stay Outside

- *Instruct other to do the same

Keep Clear

- *Of buildings, trees, power lines and anything that could fall on you

When the shaking stops

- Assess your area for safety
- Check for signs of fire, hazardous material spill, live electric wires, other hazards, major structural damage
- Expect after-shocks - more things may fall
- Report to the person in charge of your Unit. If unable to return, report to the Unit closest to you
- Ensure your safety **then** the patient's safety
- Do not evacuate unless area is immediately threatened or instructed to do so

VOLCANIC ERUPTION

If inside: Stay Inside

- Instruct others to do the same
- Remove anyone in immediate danger to a place of safety
- Protect yourself and others from inhaling volcanic dust and gaseous fallout
- Report to the person in charge of your Unit. If unable to return, report to Unit closest to you
- Improvise with what is immediately available
- People with respiratory problems, e.g. asthma, may need urgent medical attention

If outside: Go Inside

STORM / GALE FORCE WINDS

Before

- *Tape windows with tape to prevent flying glass
- *Clear loose objects from around buildings
- *Close all curtains and blinds
- *Move patients and equipment away from exposed rooms and windows

During

- *Stay indoors
- *Shelter in strongest part of building
- *If roof begins to lift - open windows slightly on sheltered side of building

FLOOD

Before

- *Keep valuables, documents and equipment above possible flood level

During

- *Remove anyone in danger to a place of safety
- *Move any chemicals to a safe place to avoid spillage or contamination
- *Switch off any electrical equipment affected by flooding

NATURAL DISASTER

HOSTAGES

Keep calm - No heroics

Discovery of a hostage situation

- Ensure personal safety, do not become a hostage yourself
- **DIAL 777** - State "HOSTAGE", the exact location, detail of events and your name
 - Operator will connect you to Police
 - Operator will notify Security/Orderlies and Management
- Secure immediate area - Remove any unaffected persons
 - Restrict entry
- Observe and document
 - Number of persons taken
 - Number and description of captors
 - Any weapons?
 - Document any threats or demands - if possible
- Instruct all witnesses to remain until Police arrive and speak to them
- **Do not** speak to Media without permission of Communications Coordinator

BECOMING A HOSTAGE

- Follow instructions
- Remain calm
- Avoid aggressive behavior and language
- Observe and document as above

ABDUCTION

- Initiate search of immediate area to confirm an abduction has occurred
- **DIAL 777** - State "ABDUCTION"
 - State exact location
 - State detail of events and your name
 - Operator will connect you to Police
 - Operator will notify Security/Orderlies and Management
- Determine description, clothing and last known sitting
- Locate potential witnesses
- Document all information

ABDUCTION / HOSTAGES