



FTA

Providing First Aid and Emergency Response NTQF Level III

Learning guide #16

**Unit of Competence:- Providing First
Aid and Emergency Response**

**Module Title: Providing First Aid and
Emergency Response**

LG Code:-HLT MLT3 M03 LO4-LG13

TTLM Code:- HLT MLT3 TTLM 0919 v1

LO 4: Communicate details of the incident

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| | Author: TAGEL GETACHEW | |

This learning guide is developed to provide you the necessary information regarding the following **content coverage and topics** –

Communicate details of the incident

- first aid assistance
- Ambulance support and/or appropriate medical assistance
- observation and management of causality during ambulance service
- communication style and level of consciousness
- management of causality in line with the procedure
- maintaining confidentiality of records

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you **will be able to** –

- First aid assistance is sought from others in a timely manner and as appropriate
- Ambulance support and/or appropriate medical assistance are/is requested according to circumstances
- Observation of casualty's condition and management activities accurately are conveyed to ambulance services/relieving personnel
- A communication style is adopted to match the casualty's level of consciousness
- Details of casualty's physical condition, changes in condition, management and responses are accurately assessed and reported to management in line with established procedures
- Confidentiality of records and information is maintained in line with privacy principles and statutory and/or organization policies

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number **3 to 16**.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.

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4. Accomplish the “Self-check 1” in page 8.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your trainer for further instructions or go back to Information sheet 1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.
8. Read the information written in the “Information Sheet 2”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
9. Accomplish the “Self-check 2” in page 16.
10. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-check 2).
11. Read the information written in the “Information Sheets 6”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
12. Accomplish the “Self-check 3” in page 19.
13. Ask your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-check 3).
14. If you earned a satisfactory evaluation proceed to “Operation Sheet 1” in page 21; However, if your rating is unsatisfactory, see your trainer for further instructions or go back to Information sheet 3.

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| Information Sheet-1 | first aid assistance |
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1. first aid assistance

Responsibility of emergency care provider in the management of causality includes

The order for giving emergency care (First Aid) is based on the following directions

- Look at the general situation quickly
 - ✓ How obvious is the injury or illness Nature of illness or chief complaint
 - ✓ Gather information from the patient
 - ✓ Determine the possible extent of injuries in trauma patient
 - ✓ Be calm, take charge and be confident
- Obtaining Consent
 - ✓ Introduce self.
 - ✓ Ask patient's name.
 - ✓ Obtain consent.
 - check for breathing, bleeding
 - Recognition of any change of level of consciousness is important

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| Self-Check 1 | |
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What responsibility of emergency care provider?

Note: Satisfactory rating - 16 points Unsatisfactory - below 16 points
 You can ask you teacher for the copy of the correct answers.

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Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

1. _____
- _____
- _____
- _____

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2. Ambulance support and/or appropriate medical assistance

Introduction

Ambulance is a standardized vehicle for emergency management or move from the scene to health facilities for definitive care. It is designed in such a way to deliver emergency (particularly life threatening injuries or acute illness). The size of the ambulance and the interior content (medical and non medical equipment) may vary from country to country. In Ethiopia, the types of vehicle used for ambulance and its speed, warning light, siren, right-of-way etc are determined by federal road and transport authority. However, the apparatus utilized and the personnel involved are determined by federal ministry of health. The operation of the ambulance is complete with the involvement of different stake holders. Ambulance mainly serves in the pre-hospital care and covers emergency care from the scene of accident to the health facility level. This service will fill the gaps that the country faces and can minimizes the associated morbidity and mortality in relation to injuries and other medical emergencies.

Ambulance Operation

Today's ambulances are stocked with standard medical supplies depending on the country standard

Personnel

Every ambulance must be staffed with at least one EMT and one driver. Both are responsible in taking the stretcher towards patient, transferring and moving the patient to the ambulance. Having accomplished the loading mission, the paramedic attends the patient and the driver drives to the required area.

Safety precautions

- The final part of the preparation phase is review safety precautions. These precautions, which include standard traffic safety rules and regulations, should be followed on each call. Check safety devices such as seat belt are in proper working order.

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- Portable oxygen tanks must always be secured by fixed clasps or housing. Oxygen cylinder must be handled carefully because their contents are under pressure and can support burning. Check the cylinder is labeled for medical oxygen. Check pressure regulator is firmly attached before you transport the cylinder. Do not handle a cylinder by neck. Cylinder should be secured with mounting brackets when they are stored on the ambulance. Oxygen cylinder in use must be secured well to prevent the tank from falling and to prevent damage to the valve gauge and other damage in the ambulance. Never attempt to secure a tank to a stretcher or bench, it may become projectile if the ambulance involved in motor vehicle crash.
- Fire extinguishers must be in place
- Torch

BSI (body substance isolation)

BSI precautions requires that all health care workers including the first responder use protective equipment to prevent possible exposure to blood and certain body fluids of patients. This assumes that all patients in all settings are potentially infected with human immune deficiency virus, hepatitis B virus (HBV) and other blood borne **pathogens** (microorganism which causes a disease).

Exposure can take place in the following ways

1. The patient's blood is splashed or sprayed in to your eyes, nose, mouth or in to an open sore or cut
2. You have blood from the infected patient on your hands and then touch your own eyes ,nose ,mouth or open sore or cut
3. A needle that was used to inject the patient breaks your skin.
4. Broken glass at a motor vehicle crash or other incident that is covered with blood from an infected patient penetrates your glove and skin.

The best way to prevent exposure is to follow all BSI precautions with each patient.

Universal precaution

You will not be able to tell whether a patient's body fluid has contained blood. Therefore it is recommended that all health care workers including the EMT to use universal precautions, based on the assumption that all patients are potential carriers of blood borne pathogens. **Universal precautions** are protective measures that have traditionally been developed by the center of disease control (CDC) for use in dealing with objects , blood, body fluid or other potential exposure risk of communicable disease. These **universal precautions** includes :-

1. Always wear gloves when handling patients and changing gloves after contact with each patient. Wash your hands immediately after removing gloves
2. Always protective eye wear or face shield when you anticipate that blood or body fluids may splash. Wear a gown or apron if you anticipate splashes of blood or other body fluids such as those that occur with child birth and major trauma.
3. Wash your hands and other skin surface immediately and thoroughly if they become contaminated with blood and other body fluids. Change contaminated cloths and wash exposed skin thoroughly.

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4. Do not recaps, cut, or bend use needles. Place them directly in a puncture resistant container designed for sharps.
5. Even though saliva has not been proven to transmit HIV you should use face shield , pocket mask , or other airway accessory if the patient needs resuscitation

Standard precaution

Formerly called universal precaution is body substance isolation guidelines to be used in all patient treatment situations. These precautions consider all blood and **OPIM** (Other Potentially Infectious Material) to be contaminated. In most emergency situations, you can not readily identify precisely a body fluid present to evaluate whether it may be infectious. Therefore, **Occupational safety and Health administration (OSHA)** the federal regulatory compliance agency that develops, publishes, and enforces guidelines concerning safety in the work place recommends using standard precaution with everybody fluids.

If exposure occurs

Even when you follow safety guidelines and standard precautions, when giving care in an emergency, unexpected exposure can occur. If so, you need to take immediate action such as ,

- ✓ If blood or OPIM splashes in your eyes or other mucus membranes, flush the area with running water for 20 minutes if possible.
- ✓ Immediately wash any exposed area well with soap, using antibacterial or antimicrobial soap if possible.
- ✓ Treat any scabs and soars gently when cleaning your skin.
- ✓ Report the exposure to your supervisor as soon as possible.
- ✓ Save any potentially contaminated object for testing purpose.
- ✓ Seek medical care as soon as possible.

Recommended immunization and tests

First responders are generally recommended to be immunized against hepatitis B virus as well as tetanus, a common infection that may enter the body through any broken skin. First responders should ensure they have had a tetanus booster within the last 10 years.

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| Self-Check 2 | Written Test |
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Instructions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers. Write your answers in the sheet provided in the next page.

1. **What Ambulance** is
2. Immunizations such as tetanus prophylaxis, hepatitis B virus and tuberculin testing is recommended for emergency medical care providers. (L.O 2.5)
A. true B. false

Note: Satisfactory rating - 12 points Unsatisfactory – below 12 points
You can ask your trainer for the copy of the correct answers.

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Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

1. _____

2. _____

3. _____

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4. observation and management of causality during ambulance service**Duty to act**

Duty to act is individual's responsibility to provide patient care and is a legal task given for you that originate from your professional role. So that you must proceed promptly to scene and render emergency medical care within the limits of your training and available equipment.

Standard of care

Level of care you are expected to give for your patient. It is the manner in which you must act or behave. To comply with standard of care you should meet two basic criteria.

1. You must treat the patient to the best of your ability.
2. You must provide care that reasonable, prudent person with similar training provide care under similar circumstance.

Crime to scene operation

Many emergency medical situation are also crime scene ,so that you should consider certain guiding points in mind.

1. Protect yourself. Be sure the scene is un safe before you try to enter.
2. If you determine that the scene is un safe, wait until the law enforcement personnel communicates you signal of safe.
3. Your first priority is patient care. Nothing except your safety should enter fare with that effort. .
4. Move the patient only if necessary, such as for rapid transportation, for administration of CPR , or for treatment of severe shock.
5. Touch what you need touch to gain access to the patient.
6. Preserve the crime scene for further investigation. Don't move furniture unless it interferes to provide care. If you move only move to the limit of space you need.
7. Be careful to put your equipment. If you put on top of it you may distort evidence.
8. keep non-essential personnel such as curious neighbors away from the scene.
9. At end write a short report about the incident and make sketch of the scene that show how and where you found the patient. This may help you if you required recalling the incident at some time.

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| Self-Check 2 | Written Test |
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Instructions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers. Write your answers in the sheet provided in the next page.

1. Write the two criteria of standard care
2. Describe at least five points in case of crime scene operation

Note: Satisfactory rating - 12 points Unsatisfactory – below 12 points
 You can ask your trainer for the copy of the correct answers.

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Answer Sheet

Score = _____

Rating: _____

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Short Answer Questions

1. _____

2. _____

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3. communication style and level of consciousness

4.1. Introduction

The role of first aider depends on gaining and honoring the trust of casualties. Maintaining trust requires attentiveness to body language, quality of listening and finding culturally appropriate ways of communicating that are courteous and clear. It may sometimes be necessary to communicate through verbal and non-verbal communication and you may need to identify issues that may cause conflict or misunderstanding. The first aider also needs to maintain respect for privacy and dignity and pay careful attention to client consent and confidentiality.

Relevant communication media and equipment to conveyed emergency services/relieving personnel.

Communication media and equipment may include:

- mobile phone
- UHF/VHF radio
- flags
- flares
- two-way radio
- email
- electronic equipment

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| Self-Check 2 | Written Test |
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Instructions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers. Write your answers in the sheet provided in the next page.

3. Write the Communication media and equipment

Note: Satisfactory rating - 12 points Unsatisfactory – below 12 points
 You can ask your trainer for the copy of the correct answers.

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Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions

4. _____

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5. maintaining confidentiality of records

Confidentiality

As a first responder you will learn about things that generally considered private issue. You may get such an information through history taking, physical examination or observation. In this case you will have an ethical responsibility to respect patients right to privacy. Patient right of privacy is legally protected. As a general rule don't talk about specific patient private issue at all with others not involved in the patients care. Violation of confidentiality can damage public trust up on your profession and liable you for legal elements.

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| Self-Check 2 | Written Test |
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Instructions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers. Write your answers in the sheet provided in the next page.

4. Write the purpose of confidentiality

Note: Satisfactory rating - 12 points Unsatisfactory – below 12 points
 You can ask your trainer for the copy of the correct answers.

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Answer Sheet

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Short Answer Questions

5. _____

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List of Reference Materials

1. First aid manual, Emergency procedures for everyone, at home, at work, at leisure, 8th edition
2. The Federal democratic republic of Ethiopia Minister of health , First Aid learning module Addis Abeba, Ethiopia 2014
3. First Aid and Accident Prevention Lecture Note for Health Science Students the Carter Center, the Ethiopia Ministry of Health, and the Ethiopia Ministry of Education
4. *Emergency Care and Ambulance service Training Module One* (2010)

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