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# APPENDIX ONE

## AMBULANCE VICTORIA TERMINOLOGY

AAV	Air Ambulance Victoria
ALS	Advanced Life Support
AMPDS	Ambulance Medical Priority Dispatch System (international)
ARV	Adult Retrieval Victoria
AV	Ambulance Victoria
AVL	Automatic Vehicle Locator
CAD	Computer Aided Dispatch-Platform for MPDS
Code 1	Priority 1, Signal 1
Code 2	Priority 2, Signal 2
Code 3	Priority 3, Signal 3
EMD	Emergency Medical Dispatcher
ESTA	Emergency Services Telecommunications Authority
HEMS	Helicopter Emergency Medical Service
MAS	Metropolitan Ambulance Service
MICA	Mobile Intensive Care Ambulance
MPDS	Medical Priority Dispatch System (or AMPDS)
PCR	Patient Care Record
ProQA	Professional Questions and Answers – part of MPDS that asks questions to assist in the operation of MPDS
RAV	Rural Ambulance Victoria
VACIS	Victorian Ambulance Clinical Information System

## APPENDIX TWO

### Ambulance Victoria Submissions dated 17<sup>th</sup> June, 2010

#### Paragraphs 38-42

##### Changes to Procedures following 31 December 2008

38. Ambulance Victoria have introduced a number of changes since December 2008. Some of those changes relate directly to the death of Mrs Campbell, whilst others were changed already in train and consequent upon the merger of the Metropolitan Ambulance Service and Rural Ambulance Victoria. The statement of Mr Mark Rogers General Manager Specialist Services AV outlines the history [E27]. The largest system changes were already planned. However, the changes have been accelerated and have been or are being implemented. These changes should eliminate the sequence of the events surrounding the death of Mrs Campbell.

39. The initial response by Ambulance Victoria to prevent a recurrence was expeditious and effective. The first step was to modify the call taking procedure so that no matter how the call originated, all inter-hospital transfers would be processed by the call taker according to the AMPDS, using the ProQA system. In addition, even before proceeding to ProQA, the call takers are required to enquire of the hospital or doctor whether the transfer is time critical and if an ambulance is required in less than 1 hour [T176]. If it cannot wait 1 hour then the procedure is for the doctor or nurse to be taken through the questions and answers which require greater details [T204-438-9]. The call takers are also required to take a full set of observations of the patient, including blood pressure, pulse rate, temperature etc, from the hospital. When the caller is taken through the ProQA system, card 33 is used. The card prompts the call taker to ask certain questions and, depending upon the answer, to ask other questions. The use of the card 33 will result in the case being entered into the Computer Aided Dispatch system as a priority one [E25]. The change in that system was implemented on 19 January 2009, less than 3 weeks after the death of Mrs Campbell [T439].

40. Further steps were also taken to ensure that the Cobram District Hospital and other hospitals in the region, were aware of the services of Adult Retrieval Victoria and of the system for making calls to Ambulance Victoria for inter-hospital transfers. Adult Retrieval visited CDH in February 2009 to further explain its role [T440]. The meeting at the Cobram Hospital took place on 25 February 2009. A poster setting out the telephone numbers and procedure for calling an ambulance and ARV was produced for display at points where telephone calls were made in the hospitals [E26;T439]. Mr Bush gave evidence that the Cobram Hospital had created its own document in similar terms, and where they were located at the hospital [T167].

41. The evidence of Mr Cook, the Regional General Manager for the Hume Region of Ambulance Victoria, outlined the changes that have been made [T437 et seq;E25]. The merger of the Metropolitan Ambulance Services and Rural Ambulance Victoria meant that it was planned that similar procedures and operating guidelines would be used throughout the new Ambulance Victoria. It would also mean that the Rural Ambulance facilities would be upgraded, closer to what was available in Melbourne.

Although Melbourne ambulances had Automatic Vehicle Location equipment available for a number of years, it was not until a new radio network was put in place that rural ambulances were able to have the same capability and dispatchers able to visually ascertain the location of an ambulance at any particular time [T453]. That system came into effect in July 2009. Further, the dispatchers have been relieved of a number of duties they had previously been required to perform at the same time as dispatching ambulances [T298, 310-5,207,440]. This gave them more time to concentrate and apply themselves to the exigencies of the cases. More significant changes have been in the form of engaging clinicians to oversee the allocation of ambulances and the management of transfers between hospitals. As from Monday 19 April 2010 all inter-hospital transfers have been visible to a centralised position created at the Ballarat Operations Centre [T440]. This position will be transferred to the Centre where the Emergency Services Telecommunication Authority will manage the call taking process by 25 June 2010. ESTA will commence providing service on 30 June 2010 with the first transition of the Wangaratta Operations Centre. Non-paramedic call takers take the calls following the AMPDS procedures by entering the cases into the computerised system and ambulances are automatically dispatched with automatic coding and with appropriate crews. The system is overseen by the clinician and by resource officers, and backup ambulance personnel and other ambulance resources [T442]. Queries from hospitals about transfers of patients and their clinical state are dealt with by the clinician, whose job is to do that and he is not required to manage other duties, such as dispatching or other organisational matters [T446]. It is purely a clinical task. If a hospital rang back about an ambulance for an ill patient, then the call would be directed to the clinician and the matter would be able to be considered in full [T312]. This means that from the 30<sup>th</sup> June 2010 the Wangaratta Operations Centre will be closed and all Ambulance calls in the Hume region will be directed to the Ballarat Operations Centre, working through the ESTA call takers and dispatchers and with the clinical support of Ambulance Victoria personnel. This is a system similar to that which operates in the Melbourne metropolitan area. This procedure would eliminate any delay in that an ectopic pregnancy would be handled via the AMPDC System using the ProQA and Protocol 33. This is an amendment to AV protocols [T443]. There is an audit function in the AMPDS to check compliance with the protocols [T444].

42. To better facilitate the co-ordination between healthcare providers, Ambulance Victoria senior staff have regular meetings with the large regional hospitals and regular meetings with smaller hospitals. The regular meetings occur on a quarterly basis and there is, in addition, informal communication as deposed to by Mr Cook [T447-450,453]. There are also regular meetings with the Department of Health and with the Regional Critical Care Advisory Committee. The Health Care Professional's Guide to Ambulance Services, which outlines the services provided for health care professionals in hospitals and how to access ambulance and retrieval services throughout Victoria is to be redeveloped. Operation Centre staff have undergone revision of the time critical guidelines and associated Clinical Practice Guidelines at continuing professional education programs and that is an ongoing process [T449]. Again, it would probably be helpful if the rural and regional hospitals made it clear to the Ambulance Victoria exactly what their capabilities and facilities were in terms of providing care in circumstances where an urgent or emergency ambulance may be required.

APPENDIX THREE

**AMBULANCE VICTORIA  
CALL AND RADIO LOG  
TRANSCRIPTION**

From 30/12/2008-31/12/2008

For Inquest Brief into the death of  
Veronica CAMPBELL

- Original transcript was transcribed in order of taped recordings which were grouped according to transmission type, not chronologically
- This copy of transcript has been compiled in chronological order according to the time of call/transmission was made
- Ignore page number

CALL 30/12/08 - 22.30.11 - COMMENCES

BOOKING 1 - AMBULANCE:

Ambulance.

COBRAM DISTRICT HOSPITAL:

Hi, hello. Dr Derrick Pang here from Cobram District Hospital.

BOOKING 1 - AMBULANCE:

Yes.

COBRAM DISTRICT HOSPITAL:

We have got a patient who requires urgent transfer to Shepparton, Goulburn Valley Health.

BOOKING 1 - AMBULANCE:

Okay. Just hang on a minute.

COBRAM DISTRICT HOSPITAL:

Yeah.

BOOKING 1 - AMBULANCE:

We're going from Cobram Hospital ANE?

COBRAM DISTRICT HOSPITAL:

Yep.

BOOKING 1 - AMBULANCE:

Okay. Cobram Hospital ANE, yep. And Doctor, what's your last name?

COBRAM DISTRICT HOSPITAL:

Pang. P-a-n-g.

BOOKING 1 - AMBULANCE:

Okay. Surname of the patient?

COBRAM DISTRICT HOSPITAL:

Campbell. C-a-m-p-b-e-l-l.

BOOKING 1 - AMBULANCE:

First name?

COBRAM DISTRICT HOSPITAL:

Veronica. V-e-r-o-n-i-c-a.

BOOKING 1 - AMBULANCE:

And how old is Veronica?

COBRAM DISTRICT HOSPITAL:

38 years old.

BOOKING 1 - AMBULANCE:

Okay. And her reason for transport tonight?

COBRAM DISTRICT HOSPITAL:

Possible ectopic pregnancy.

COBRAM DISTRICT HOSPITAL:

Okay. Okay. Has she got IV's running?

BOOKING 1 - AMBULANCE:

Yes. And has she got anything onboard for pain?

COBRAM DISTRICT HOSPITAL:

She's on morphine with Maxolon.

BOOKING 1 - AMBULANCE:

Okay. How much of morph is it, in increments or

- - -

COBRAM DISTRICT HOSPITAL:

5 milligrams with 10 milligram IV Maxolon.

BOOKING 1 - AMBULANCE:

Morph 5 milligrams, you said. When was that?

COBRAM DISTRICT HOSPITAL:

That's given about 10 minutes ago.

BOOKING 1 - AMBULANCE:

So if I make that 20 past 10.00?

COBRAM DISTRICT HOSPITAL:

Yep.

BOOKING 1 - AMBULANCE:

Plus 10 of Max, yeah?

COBRAM DISTRICT HOSPITAL:

Yeah.

BOOKING 1 - AMBULANCE:

You said Maxolon?

COBRAM DISTRICT HOSPITAL:

Yep.

BOOKING 1 - AMBULANCE:

Yeah.

COBRAM DISTRICT HOSPITAL:

10 Max.

BOOKING 1 - AMBULANCE:

Alright. Not a problem. Okay. And you want her through to GV Base to ANE?

COBRAM DISTRICT HOSPITAL:

Yes.

BOOKING 1 - AMBULANCE:

And into their ANE, not Maternity?

COBRAM DISTRICT HOSPITAL:

To ANE and to call the Gyn-, gynaecologist.

BOOKING 1 - AMBULANCE:

Well, we won't - we won't do that, we'll just take her to the Base.

COBRAM DISTRICT HOSPITAL:



Okay.

BOOKING 1 - AMBULANCE:

Okay. Into ANE, the hospital will be - do all that.

COBRAM DISTRICT HOSPITAL:

Yep.

BOOKING 1 - AMBULANCE:

Okay. No worries. Leave it with me.

COBRAM DISTRICT HOSPITAL:

Thank you.

BOOKING 1 - AMBULANCE:

Okay. Bye.

COBRAM DISTRICT HOSPITAL:

Bye.

CALL 30/12/08 - 22.30.11 - CONCLUDES

CALL 30/12/08 22.37.36 - OPS TO SHEPPARTON BRANCH - COMMENCES

DISPATCHER 1 - MARTY:

Depends whether they're operational.

(UNIDENTIFIED MALE IN BACKGROUND):

- - - - -

DISPATCHER 1 - MARTY:

Yeah.

GRAHAM SMOUT:

.....

DISPATCHER 1 - MARTY:

Yeah, gidday, it's Marty from the Control Room.

Who's that?

GRAHAM SMOUT:

Smouty.

DISPATCHER 1 - MARTY:

Smouty, mate. How are you?

GRAHAM SMOUT:

Not badly. What's goin' on?

DISPATCHER 1 - MARTY:

Mate, do you want to see if the afternoon guys want to work on? There's a transfer from Cobram to Shepp.

GRAHAM SMOUT:

They're not here.

DISPATCHER 1 - MARTY:

They're not there?

GRAHAM SMOUT:

Unless they're buried down the back room.

DISPATCHER 1 - MARTY:



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

GRAHAM SMOUT:

Alright.

DISPATCHER 1 - MARTY:

Alright.

GRAHAM SMOUT:

Are you going to get them to do the job or what?

DISPATCHER 1 - MARTY:

Well, that's the thing. It's a Cobram to Shepp and Frank's out and I don't particularly want to use you guys. I'll probably end up using Cobram anyway, but

GRAHAM SMOUT:

What's wrong with her?

DISPATCHER 1 - MARTY:

Ectopic, ..... ectopic.

GRAHAM SMOUT:

Well, Frank can do that after this one.

DISPATCHER 1 - MARTY:

Had some morphine and all that sort of stuff, so

- - -

GRAHAM SMOUT:

Yeah.

DISPATCHER 1 - MARTY:

Alright.

GRAHAM SMOUT:

No problem.

DISPATCHER 1 - MARTY:

Thanks. .... Ta.

GRAHAM SMOUT:

See ya.

DISPATCHER 1 - MARTY:

See ya.

CALL 30/12/08 22.37.36 - OPS TO SHEPPARTON BRANCH - CONCLUDES

000014

RADIO TRANSMISSION - 30/12/08 - 22.41.20 - COMMENCES

SHEPPARTON 625:

Control, Shepp, 625.

WANGARATTA CONTROL ROOM - MARTY:

Shepp 625, just wondering, are you guys wanting to  
work on after this case?

RADIO TRANSMISSION - 30/12/08 - 22.41.20 - CONCLUDES

000015

RADIO TRANSMISSION 30/12/08 - 22.41.35 - 625 TO WANGARATTA -  
COMMENCES

SHEPPARTON 625:

Control, Shepp 625. How long do you want us to work  
for?

WANGARATTA CONTROL ROOM - MARTY:

We've got another transfer from Cobram back to GV  
Base.

RADIO TRANSMISSION - 30/12/08 - 22.41.35 - CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 22/42/46 -- 625 ARRIVES GVH PREVIOUS  
CASE - COMMENCES

DISPATCHER 1 - MARTY:

Yeah, sorry about that.

(UNIDENTIFIED MALE):

Yep, no, that's alright.

DISPATCHER 1 - MARTY:

Yeah. So, I'll obviously take it back to Kilmore  
tonight and if you guys want to come over and check  
it out in the morning.

(UNIDENTIFIED MALE):

Right.

DISPATCHER 1 - MARTY:

Yeah. I think Peter Coombes has checked it out.  
He's on tomorrow, is he. Yeah.

(UNIDENTIFIED MALE):

Yeah. No, no, well, that's alright. Now, I can get  
back on to Peter.

DISPATCHER 1 - MARTY:

Sorry, mate, can you hang on. Sorry. Just see if  
they wanted to work on. From Cobram to Shepp.

(UNIDENTIFIED MALE):

Beautiful.

DISPATCHER 1 - MARTY:

Alright. Sorry, mate, everything's goin' on tonight.

(UNIDENTIFIED MALE):

Yeah, no, that's alright.

DISPATCHER 1 - MARTY:



So, yeah, they're - they're off - they're no longer  
sort of - - -

(UNIDENTIFIED MALE):

Yeah. Alright. They - they can get by without -  
without him. Well, I can get back on to Peter.

DISPATCHER 1 - MARTY:

Alright.

(UNIDENTIFIED MALE):

Not a - not a problem.

DISPATCHER 1 - MARTY:

Well, if you can and cancel the - the tow, that'd be  
great and then - - -

(UNIDENTIFIED MALE):

Right. Okay.

DISPATCHER 1 - MARTY:

Just let 'em know that it'll be back at the Kilmore  
Branch.

(UNIDENTIFIED MALE):

Yeah. Have you got time to give me the RACV number  
for our records, that's all?

DISPATCHER 1 - MARTY:

The RACV number?

(UNIDENTIFIED MALE):

Yeah.

DISPATCHER 1 - MARTY:

I - that's what I - - -

(UNIDENTIFIED MALE):

131111 or something you - you call and quote a -

quote another number, yeah, Smouty was saying, but he can't remember what it is.

DISPATCHER 1 - MARTY:

Yeah. I - I had a look before for some numbers and there's nothing I could see, I'm sorry.

(UNIDENTIFIED MALE):

Right. Okay. No. Well, I - I'll pass that on to Pete anyway.

DISPATCHER 1 - MARTY:

Alright. Good on you. Thanks very much.

(UNIDENTIFIED MALE):

Alright. Okay.

DISPATCHER 1 - MARTY:

See you, mate. Bye.

(UNIDENTIFIED MALE):

..... See ya.

RADIO TRANSMISSION - 31/12/08 - 22/42/46 - 625 ARRIVES GVH PREVIOUS  
CASE - CONCLUDES

RADIO TRANSMISSION - 30/12/08 - 22.44.23 - COMMENCES

SHEPPARTON 625:

Control, Shepp 625. We're 23 at GVH and yeah, we'll stay on to do that job if you want. If you want to pop it on our pages and we'll contact you when we're clear.

RADIO TRANSMISSION - 30/12/08 - 22.44.23 - CONCLUDES

CALL 30/12/08 - 22.47.01 - WANGARATTA TO COBRAM DISTRICT HOSPITAL -  
COMMENCES

COBRAM DISTRICT HOSPITAL - GWEN HYDE:

Cobram Hospital, Gwen Hyde speaking.

DISPATCHER 1 - MARTY:

Yeah, giddy. It's Marty from the Ambulance. How  
are you?

COBRAM DISTRICT HOSPITAL - GWEN HYDE:

Alright.

DISPATCHER 1 - MARTY:

Just regarding Veronica Campbell.

COBRAM DISTRICT HOSPITAL - GWEN HYDE:

Who's Veronica Campbell?

DISPATCHER 1 - MARTY:

She's got an ectopic pregnancy.

COBRAM DISTRICT HOSPITAL - GWEN HYDE:

That must be the person in the Emergency Department.  
Do you want me to put you through there?

DISPATCHER 1 - MARTY:

Yeah, okay. Thanks.

COBRAM DISTRICT HOSPITAL - GWEN HYDE:

Yeah, because I don't know anything about her. Hang  
on a sec.

DISPATCHER 1 - MARTY:

Ta.

COBRAM DISTRICT HOSPITAL - GWEN HYDE:

Did I put you on hold?

DISPATCHER 1 - MARTY:

No.

COBRAM DISTRICT HOSPITAL - GWEN HYDE:

Oh. Hang on.

DISPATCHER 1 - MARTY:

No worries.

COBRAM DISTRICT HOSPITAL - GWEN HYDE:

Hang on, I rang the wrong number. Hang on.

COBRAM DISTRICT HOSPITAL - MELISSA:

Cobram Hospital, Melissa speaking.

DISPATCHER 1 - MARTY:

Yeah, giddy. It's Marty from Ambulance Victoria,  
how are you?

COBRAM DISTRICT HOSPITAL - MELISSA:

Good, thanks.

DISPATCHER 1 - MARTY:

Just regarding Veronica Campbell.

COBRAM DISTRICT HOSPITAL - MELISSA:

Yes.

DISPATCHER 1 - MARTY:

I've got a crew just dropping a patient off at GV  
Base and they'll come straight up and - and grab her  
shortly.

COBRAM DISTRICT HOSPITAL - MELISSA:

Okay.

DISPATCHER 1 - MARTY:

Alright. So they shouldn't be too far away.

COBRAM DISTRICT HOSPITAL - MELISSA:

Alright then.

000025

DISPATCHER 1 - MARTY:

Alright.

COBRAM DISTRICT HOSPITAL - MELISSA:

Thank you.

DISPATCHER 1 - MARTY:

Thank you. Bye bye.

CALL 30/12/08 - 22.47.01 - WANGARATTA TO COBRAM DISTRICT HOSPITAL -  
CONCLUDES

CALL 30/12/08 - 22.51.32 - COMMENCES

BOOKING 1 - AMBULANCE:

Ambulance.

COBRAM DISTRICT HOSPITAL:

Yeah, hi, Cobram Hospital here. We've got an ambulance booked from ANE to GV.

BOOKING 1 - AMBULANCE:

Yes.

COBRAM DISTRICT HOSPITAL:

And we need to upgrade that to quite urgent.

BOOKING 1 - AMBULANCE:

Right. What's - - -

COBRAM DISTRICT HOSPITAL:

The patient's blood pressure's dropped to 70/50, quite pale, yeah, and abdo ..... ..

BOOKING 1 - AMBULANCE:

Alright. Okay. Hypotensive and distension, yeah?

COBRAM DISTRICT HOSPITAL:

She had settled with the pain. I mean, she has had morphine and it has stopped. I mean, her pulse is 70.

BOOKING 1 - AMBULANCE:

Yeah.

COBRAM DISTRICT HOSPITAL:

She's just - yeah. (INDECIPHERABLE) hanging on for too much longer.

BOOKING 1 - AMBULANCE:

Alright. No worries. I'll let the crew now.

000037

COBRAM DISTRICT HOSPITAL:

Okay. Thank you.

BOOKING 1 - AMBULANCE:

Thank you.

CALL 30/12/08 - 22.51.32 - CONCLUDES



CALL 30/12/08 - 23.29.55 - COMMENCES

BOOKING 1 - AMBULANCE:

Ambulance.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Cobram Hospital here. Just wondering the ETA on that crew, please.

BOOKING 1 - AMBULANCE:

Just a moment.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

(TO UNKNOWN PERSON WHILST ON HOLD) ..... ..

I've got the recording. .... ..

..... .. Yep.

(INDECIPHERABLE)

BOOKING 1 - AMBULANCE:

Are you there?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

BOOKING 1 - AMBULANCE:

Sorry to keep you waiting. They're leaving Shepparton Base now, dropped off a patient and they'll be to you straight after that.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Did you know this was a - an urgent, like, - - -

BOOKING 1 - AMBULANCE:

Just - just hang on a minute. I'll put you on to a dispatcher. I don't run the dispatch of the vehicles. Just a moment.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

(TO UNKNOWN PERSON WHILST ON HOLD) They're leaving  
Shepparton.

ASSISTANT DISPATCHER - PAT:

Ambulance.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah, Cobram Hospital here.

ASSISTANT DISPATCHER - PAT:

How are you?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Good, yeah, look we've got - we've got a - quite a  
sick patient here, yeah, we organised it about an  
hour ago, wanting priority one on it.

ASSISTANT DISPATCHER - PAT:

Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

She's - blood pressure's, on 72 on 43.

ASSISTANT DISPATCHER - PAT:

Right.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

We've given her 3.5 litres.

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

And now increase pain.

ASSISTANT DISPATCHER - PAT:

Right.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Pulse is 80, I'm just, you now.

ASSISTANT DISPATCHER - PAT:

Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Have you not got a crew to take her down?

ASSISTANT DISPATCHER - PAT:

To Cobram, from Cobram?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

We were actually going to send the Shepparton crew up, but when the case come through, I'm just looking at it now, did - was that - all that information given, that - that, she was that - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Absolutely all that information given twice.

ASSISTANT DISPATCHER - PAT:

Twice?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

At 23:00 I phoned.

ASSISTANT DISPATCHER - PAT:

Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

And upgraded.

ASSISTANT DISPATCHER - PAT:

Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

To a - to a absolute, you know, as fast as you can get here.

ASSISTANT DISPATCHER - PAT:

Right.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

And they're just leaving Shepparton now.

ASSISTANT DISPATCHER - PAT:

Okay, well I'm - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Like, we've got quite a sick lady here.

ASSISTANT DISPATCHER - PAT:

Yeah, no, well, I wasn't aware that she was that sick, okay.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

So who has - who's - who's not passed it on, like this needs some quite - - -

ASSISTANT DISPATCHER - PAT:

Yeah, who's not passed it on?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

Well, I - I'll find out for you, but - I'm not - - -

(UNKNOWN FEMALE IN BACKGROUND):

Excuse me.

ASSISTANT DISPATCHER - PAT:

Yeah.

(UNKNOWN FEMALE IN BACKGROUND):

..... there, .....

ASSISTANT DISPATCHER - PAT:

Okay. (TO COBRAM HOSPITAL) We'll have a look at -

I'll have a look at the case now, okay.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yep.

ASSISTANT DISPATCHER - PAT:

Yep. It's alright.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Is It?

ASSISTANT DISPATCHER - PAT:

No, I - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Not when you're here with the patient it's not  
alright.

ASSISTANT DISPATCHER - PAT:

No - no, well, I - well, I - actually I've been in  
the ambulance for 30 years and I've dealt with a lot  
of sick patients myself, okay.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah, okay, alright.

ASSISTANT DISPATCHER - PAT:

And I know it's not easy, yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

I just think, you know, they're just leaving now - -

-

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Which is - yeah.

ASSISTANT DISPATCHER - PAT:

No.

(MARTY IN BACKGROUND):

.....

ASSISTANT DISPATCHER - PAT:

Yeah, hang on - we're - we're talking to my  
colleague, go on Marty. Yep.

(MARTY IN BACKGROUND):

Okay. The crew has took longer than .....  
..... thought.

ASSISTANT DISPATCHER - PAT:

Yep.

(MARTY IN BACKGROUND):

.....

ASSISTANT DISPATCHER - PAT:

Yep. We did despatch the car some time ago.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

Okay. I've just spoke to my colleague.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yes.

ASSISTANT DISPATCHER - PAT:

Because we did realise that the patient had a  
ectopic.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yep.

ASSISTANT DISPATCHER - PAT:

And had had pain.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yep.

ASSISTANT DISPATCHER - PAT:

And we - we - we put the job on the Shepparton card,  
to come up and pick the patient up.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

And unfortunately they do these - we've got  
electronic re-, records we do at the hospital and  
then they took longer than what we thought to do  
their electronic record of the - of the data at the  
Goulburn Valley Hospital.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Mm'm.

ASSISTANT DISPATCHER - PAT:

So as soon as - they've just cleared now and told us  
that they've taken a bit longer than what they  
thought and they're heading up now. So we're only  
go-, we didn't know how long they were going to take,  
you know.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah. Yeah.

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

I mean it's pretty isolating up here.

ASSISTANT DISPATCHER - PAT:

I understand, yeah, look, I'm - I don't know that area very well.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

Haven't been up here that long.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... increased abdo pain.

ASSISTANT DISPATCHER - PAT:

Yeah, sure, yeah. And she's had 5 of morph has she or - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

She's had - - -

ASSISTANT DISPATCHER - PAT:

And 10 ml of Max.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Five morph, no we can't give her any more morph because her blood pressure is - - -

ASSISTANT DISPATCHER - PAT:

Yeah. Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

.....

ASSISTANT DISPATCHER - PAT:

What's - what's her BP's now 70 odd is it?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Has been most of the time.

ASSISTANT DISPATCHER - PAT:

Yeah.



COBRAM DISTRICT HOSPITAL - GENEVIEVE:

She even goes up to 85 - - -

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... 5 ..... - - -

ASSISTANT DISPATCHER - PAT:

Yeah. And you're - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

And it's going down again.

ASSISTANT DISPATCHER - PAT:

And you're filling it at the moment, are you?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

Yeah. Yeah, a-, any chance of adrenalin infusion at  
all or - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Not at this stage.

ASSISTANT DISPATCHER - PAT:

No. I mean - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

I mean, you know.

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

She is you know, sort of this is a ..... pregnancy  
and .....

ASSISTANT DISPATCHER - PAT:

Yeah, no, I understand that, yeah, yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... can't tell it's ectopic ..... ..

ASSISTANT DISPATCHER - PAT:

No. No. No. And the doctors there also with the patient, is - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

Yeah. Okay. No, that's fine. Is he putting a - we've just got two peripheral lines in have you - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Two peripheral lines - - -

ASSISTANT DISPATCHER - PAT:

Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... ..

ASSISTANT DISPATCHER - PAT:

Yep. Yep. I'll get the car up there straight away.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah, okay.

ASSISTANT DISPATCHER - PAT:

I - I might even actually call the Cobram crew in.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yep.

ASSISTANT DISPATCHER - PAT:

See, look I'm - haven't been able to - I'm not trying

to ..... I haven't been up here that long, I'm not, you know, getting use to the area, you know.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yep.

ASSISTANT DISPATCHER - PAT:

And sometimes we - you try and sometimes keep the area covered with your Cobram car, then bring the other car up, do you know what I mean.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah, ..... crew coming straight from here to Shepparton, you know, an hour and a half ago.

ASSISTANT DISPATCHER - PAT:

Did, yeah, okay.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

Well, I'll discuss that with my colleague. I - it depends on how the case comes through and how it's coded at times, you know, and so - no, I'm sorry

- - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Well, first up was a 72 on 43 blood pressure.

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

That's you know, sort of - - -

ASSISTANT DISPATCHER - PAT:

Well, I mean - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... anyway. Yeah.

ASSISTANT DISPATCHER - PAT:

It's what sorry?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

I've got - I'll follow it through as well.

ASSISTANT DISPATCHER - PAT:

Well, that's entirely up to you, you know I mean

- - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

I - before you go though, I'd just like to say something. I don't think people really appreciate how difficult it is in her at times. We have not stopped - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah, look I worked in the ambulance service, I do know.

ASSISTANT DISPATCHER - PAT:

You worked in the ambulance service?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

I worked there for 10 years. Yeah.

ASSISTANT DISPATCHER - PAT:

In the ambulance?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yes.

ASSISTANT DISPATCHER - PAT:

Where at?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Air ambulance.

ASSISTANT DISPATCHER - PAT:

What's your name, I probably know you? I do, it's

Pat Kelly here.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Pat, how are you, it's Genevieve.

ASSISTANT DISPATCHER - PAT:

I know you, Genevieve.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

Yeah, you remember me?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

I do, yes.

ASSISTANT DISPATCHER - PAT:

Yeah. Yeah. Yeah, I remember you at air ambulance,

yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah, so yeah, I do know - I do understand the whole thing but we just want to get this lady out.

ASSISTANT DISPATCHER - PAT:

Yeah, no. Well - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

We haven't - we're not equipped for any - you know I mean there's mo-, moment's she - she's sort of stabilised out on - - -

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... blood pressure .....

ASSISTANT DISPATCHER - PAT:

Yep. Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

But we haven't got the equipment here.

ASSISTANT DISPATCHER - PAT:

No, I understand. And I think too Genevieve, Cobram, we're at an hour and a half, we have had Cobram out a fair bit of the night anyway Genevieve, you know.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah. Yep. We know that too.

ASSISTANT DISPATCHER - PAT:

Yeah, so but if you want to put - put a report in

- - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

No, it's just - I just, you know, why it's happened is more - I'm not - I'm - yeah, I just want to know

why - you know.

ASSISTANT DISPATCHER - PAT:

Yeah.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

What's - what's gone wrong and how can we fix it.

ASSISTANT DISPATCHER - PAT:

Yeah. Look, no that's - you know they're - as I said, you know, sometimes things do get through, we do our best and it's very, very - as you know when you were working at air ambulance, it's very difficult.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

ASSISTANT DISPATCHER - PAT:

You know, so many jobs come through and we try to keep an eye on everything, but I guess occasionally, like everyone, one may get through, you know.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yes, that's right.

ASSISTANT DISPATCHER - PAT:

And so sometimes we do rely on - and you said you rang back a couple of times, did you?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Sorry?

ASSISTANT DISPATCHER - PAT:

You - you - Genevieve, you said you rang back a few times did you?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah, yeah, we did ring back at 11 o'clock.

ASSISTANT DISPATCHER - PAT:

At 11 o'clock.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yep, and sort of said that we needed some ..... ..

ASSISTANT DISPATCHER - PAT:

Okay.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

You know, like, - - -

ASSISTANT DISPATCHER - PAT:

Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... we can't keep - we couldn't get it up.

ASSISTANT DISPATCHER - PAT:

Okay.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... you know what I mean we'll - - -

ASSISTANT DISPATCHER - PAT:

Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yep, we'll keep going.

ASSISTANT DISPATCHER - PAT:

Yep, no I'll get - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... ..

ASSISTANT DISPATCHER - PAT:

Well, the cars well on their way anyway.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:



Yeah. Okay.

ASSISTANT DISPATCHER - PAT:

Thank you.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Nice to talk to you.

ASSISTANT DISPATCHER - PAT:

Nice to talk to you too. Bye bye.

CALL 30/12/08 - 23.29.55 - CONCLUDES

CALL 30/12/08 - 23.34.56 - COMMENCES

DISPATCHER 1 - MARTY:

Control Room, this is Marty.

ROB - SHEPPARTON:

Yeah, Marty, Rob in Shepp here.

DISPATCHER 1 - MARTY:

Yep.

ROB - SHEPPARTON:

Yeah. Yeah. We're on our way to Cobram now. Is -  
is Cobram out?

DISPATCHER 1 - MARTY:

No, no, we're just tryin' to sort of utilise - like,  
if we could use you other than the - the Shepp night  
shift, that's all.

ROB - SHEPPARTON:

Yeah, yeah. That's okay. Just you know, we had to  
get the patient triaged and ..... ..

DISPATCHER 1 - MARTY:

Look, yeah, no, I understand that. Look, and I  
appreciate you guys workin' back, I just thought the  
- the ..... would've been done sooner, but that's  
fine. Don't - don't stress, mate. That's alright.

ROB - SHEPPARTON:

Can't - can't use it in the car, so you've got to

- - -

DISPATCHER 1 - MARTY:

Yeah, no, no, that's - that's fine, mate.

ROB - SHEPPARTON:

) Yeah.

DISPATCHER 1 - MARTY:

I'm - don't stress, alright. That's fine. Alright.

ROB - SHEPPARTON:

Is it a 2 or a 1?

DISPATCHER 1 - MARTY:

We're just talking to the hospital now.

ROB - SHEPPARTON:

Yep.

) DISPATCHER 1 - MARTY:

And if you listen on the radio, we'll let you know whether it's a 1 or a 2 but at this stage, on a 2.

ROB - SHEPPARTON:

Rightio.

DISPATCHER 1 - MARTY:

Alright. Thank you.

ROB - SHEPPARTON:

Cheers.

DISPATCHER 1 - MARTY:

) Bye.

CALL 30/12/08 - 23.34.54 - CONCLUDES

CALL 31/12/08 - 00.09.05 - COMMENCES

BOOKING 1 - AMBULANCE - PAT KELLY:

Ambulance.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Hi, Cobram Hospital here again.

(RECORDING TWO COMMENCED)

BOOKING 1 - AMBULANCE - PAT KELLY:

Ambulance?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Hi Cobram Hospital here again, have got an ETA on that car coming?

BOOKING 1 - AMBULANCE - PAT KELLY:

Is that you Genevieve is it?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yes, it's me.

BOOKING 1 - AMBULANCE - PAT KELLY:

Just one moment. (TO MARTY IN BACKGROUND) Can we get an ETA Marty on the - (TO GENEVIEVE) How's she going now Genevieve?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Blood pressure is dropping.

BOOKING 1 - AMBULANCE - PAT KELLY:

Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

She's quite anaemic.

BOOKING 1 - AMBULANCE - PAT KELLY:

Right.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

We can't get any more blood out of her.

BOOKING 1 - AMBULANCE - PAT KELLY:

Right.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

And she's getting quite sick.

BOOKING 1 - AMBULANCE - PAT KELLY:

Okay. I'll just - just stand by Genevieve and I'll get an ETA. Just trying to get them up on air now, so - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yep.

BOOKING 1 - AMBULANCE - PAT KELLY:

What a night?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

She's on ..... infusion .....  
.....

BOOKING 1 - AMBULANCE - PAT KELLY:

Yeah. Now, she sounds very sick, very sick. Has she had any more morphine at all?

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

No, no we haven't given her that, her blood pressure wouldn't cope with that.

BOOKING 1 - AMBULANCE - PAT KELLY:

No.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

She's just had a Tremal.

BOOKING 1 - AMBULANCE - PAT KELLY:

Okay.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

She's complaining of pain, and increased pelvic distension.

BOOKING 1 - AMBULANCE - PAT KELLY:

Yeah. Yep, no worries at all.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

..... so nil cath-, nil urinary output.

BOOKING 1 - AMBULANCE - PAT KELLY:

) Gee, okay. Yep. We've just got - - -

(BACKGROUND COMMUNICATION - UNIT 625):

625, Control. ETA Cobram, approximately 10 to 15 minutes.

BOOKING 1 - AMBULANCE - PAT KELLY:

(TO MARTY IN BACKGROUND) Are they on a signal one, Marty? I just - we'll better upgrade them to a one if you don't mind. I'll just let them know. (TO GENEVIEVE) Genevieve, I'm just going to upgrade them to a - it was 10 minutes, but I'll upgrade them now.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Upgrading them? They should've been upgraded an hour ago.

BOOKING 1 - AMBULANCE - PAT KELLY:

Genevieve - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Thank you.

BOOKING 1 - AMBULANCE - PAT KELLY:

Okay.

000093

BOBRAM DISTRICT HOSPITAL - GENEVIEVE:

Bye.

BOOKING 1 - AMBULANCE - PAT KELLY:

Bye.

CALL 31/12/08 - 00.09.05 - CONCLUDES

000102

RADIO TRANSMISSION 31/12/08 - 00.10.04 - 625 to WANGARATTA -  
COMMENCES

SHEPPARTON 625:

Shepp 625 to Control. ETA on Cobram, approximately  
10 to 15 minutes.

RADIO TRANSMISSION 31/12/08 - 00.10.04 - 625 to WANGARATTA -  
CONCLUDES



000103

RADIO TRANSMISSION 31/12/08 - 00.10.20 - WANGARATTA TO 625 -

COMMENCES:

WANGARATTA CONTROL ROOM - MARTY:

Yeah. Thanks. This patient appears to be  
deteriorating, you could upgrade to a 1. Thanks.

SHEPPARTON 625:

Yeah. Received that upgrade.

RADIO TRANSMISSION 31/12/08 - 00.10.20 - WANGARATTA TO 625 -

CONCLUDES

CALL 31/12/08 - 00.12.57 - COMMENCES

BOOKING 1 - AMBULANCE - PAT KELLY:

Ambulance.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yes, Genevieve.

BOOKING 1 - AMBULANCE - PAT KELLY:

Yeah, Genevieve, please don't crook at me.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

No, no. It is a MICA coming, isn't it?

BOOKING 1 - AMBULANCE - PAT KELLY:

Look, see, Gen, it's not like Melbourne. We don't have many MICA's on at all and the other MICA crew are doing a cardiac case. So we - I'll just tell you the crew is not a MICA crew.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

We need a MICA crew.

BOOKING 1 - AMBULANCE - PAT KELLY:

Okay. Alright. I'll do that for you.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yeah.

BOOKING 1 - AMBULANCE - PAT KELLY:

Genevieve, what about Air? Do you think it's worth

- - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

We just haven't got time for anything. You need to get her out.

BOOKING 1 - AMBULANCE - PAT KELLY:

Yeah, I understand that, but what I'm saying to you,

rather than go to Goulburn Valley, if - - -

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

I don't care. Whatever is quick.

BOOKING 1 - AMBULANCE - PAT KELLY:

Yep.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

We need - we need whatever is quick to get where  
ever.

BOOKING 1 - AMBULANCE - PAT KELLY:

Okay. Alright. I'll - I'll get a MICA officer over  
there for you too, okay.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Yes.

BOOKING 1 - AMBULANCE - PAT KELLY:

No worries. Thank you.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Thanks.

BOOKING 1 - AMBULANCE - PAT KELLY:

Buy.

CALL 31/12/08 - 00.12.57 - CONCLUDES

CALL - 31/12/08 - 00.14.45 - WANGARATTA TO G. SMOUT - COMMENCES

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND) Yeah, this - yeah, I want to  
ask you - - -

(DAVE IN BACKGROUND):

.....

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND) It's just shocking. It's  
been like this all night. Makes you just don't want  
to come back, Dave, it's - really had enough, you  
know. I've - - -

(DAVE IN BACKGROUND):

.....

ASSISTANT DISPATCHER - PAT:

Yeah.

FRANK:

Yes.

ASSISTANT DISPATCHER - PAT:

Hey Frankie, it's Pat, how are you mate?

FRANK:

Fine, until you rang.

ASSISTANT DISPATCHER - PAT:

It's not - is Smouty around at all?

FRANK:

Yes.

ASSISTANT DISPATCHER - PAT:

Yeah. We just need a - the lady at Cobram's giving  
us a real hard time, Genevieve, that use to work at

the air wing. They've got a patient up there, an ectopic pregnancy that's dropped her blood pressure and we didn't send a MICA up and we - the guys have - she said it'd take - we didn't send Cobram around, we send the Shepparton crew up and she's jumping up and down, and now she wants the MICA ASAP. So - - -

FRANK:

Who wants MICA ASAP?

ASSISTANT DISPATCHER - PAT:

Co-, Cobra?

FRANK:

Well, who?

ASSISTANT DISPATCHER - PAT:

Genevieve, the nurse up there, and the doctor.

FRANK:

Genevieve?

ASSISTANT DISPATCHER - PAT:

Yeah. She use to work at the air ambulance unit.

FRANK:

She used to work at the air ambulance?

ASSISTANT DISPATCHER - PAT:

Yeah. Do you know her?

FRANK:

I think I've heard of her.

ASSISTANT DISPATCHER - PAT:

Yeah.

FRANK:

She's a pain in the arse.

ASSISTANT DISPATCHER - PAT:

She is, she really is. She's not an easy woman to deal with.

FRANK:

Who - who's gone up there?

ASSISTANT DISPATCHER - PAT:

Yeah. We've got 675 - 625's up there.

FRANK:

Who's in that?

ASSISTANT DISPATCHER - PAT:

It's - it's Gardiner and Lovian.

FRANK:

Shit. They'll be happy, they were off at 11.00.

ASSISTANT DISPATCHER - PAT:

No, they - they offered to do the job.

FRANK:

Yeah.

ASSISTANT DISPATCHER - PAT:

Can I - yeah, can I just speak to - - -

FRANK:

I'll get Smouty.

ASSISTANT DISPATCHER - PAT:

Thanks a lot, Frank.

FRANK:

(YELLS TO SMOUTY IN BACKGROUND)

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND) Yeah, don't - don't - yeah, don't go because I want to - yeah.

(DAVE IN BACKGROUND):

.....

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND) Franky? Was he really?

(DAVE IN BACKGROUND):

.....

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND) I know. How many you've done, 20?

(DAVE IN BACKGROUND):

Coming up to 30 now.

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND) Yeah, I'm coming up to 30 yeah.

(DAVE IN BACKGROUND):

.....

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND):

Not - yeah, '79 yeah. I don't know how much I could - longer I can do, you know.

(DAVE IN BACKGROUND):

I'm the same, you know.

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND) I just - - -

(DAVE IN BACKGROUND):

.....

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND) I - and this is - this is

terrible in here.

(DAVE IN BACKGROUND):

You've been there - - -

ASSISTANT DISPATCHER - PAT:

(TO DAVE IN BACKGROUND) Yeah.

(DAVE IN BACKGROUND):

You've been everywhere, you've done - -

GRAHAM SMOUT::

Hello.

ASSISTANT DISPATCHER - PAT:

Giddy Smouty, how are you?

GRAHAM SMOUT::

Alright.

ASSISTANT DISPATCHER - PAT:

Genevieve's car-, carrying on up at Cobram Hospital.

GRAHAM SMOUT::

Yeah.

ASSISTANT DISPATCHER - PAT:

They've got a lady up there, a 23 year old with an ectopic.

GRAHAM SMOUT::

Yeah.

ASSISTANT DISPATCHER - PAT:

Who's dropped her blood pressure. They're trying to fill her now and her blood pressure's still dropping.

GRAHAM SMOUT::

Right.

ASSISTANT DISPATCHER - PAT:



Now, look, we got the call initially, there - there's no MICA request and - and we - we sent a car up on a Code 2. They just didn't really tell us the degree of urgency and she does sound quite sick and then we sent your 625 car up - - -

GRAHAM SMOUT::

Right.

ASSISTANT DISPATCHER - PAT:

With Gardiner and someone and then she said she wants MICA up there ASAP for this patient to transfer down.

So - - -

GRAHAM SMOUT::

Well, if the afternoon shifts up there - - -

ASSISTANT DISPATCHER - PAT:

Yeah.

GRAHAM SMOUT::

Are they at the hospital?

ASSISTANT DISPATCHER - PAT:

Yeah, they're just about there now.

GRAHAM SMOUT::

Okay. Tell 'em to put the patient on the bed and start movin' and give us a report.

ASSISTANT DISPATCHER - PAT:

Yeah. Well, she does sound quite sick Graham, you know, from what Genevieve tells me.

GRAHAM SMOUT::

Yeah.

ASSISTANT DISPATCHER - PAT:

Her blood pressure's only 70 now and she's had about 6 litres.

GRAHAM SMOUT::

Oh shit.

ASSISTANT DISPATCHER - PAT:

Yeah. So, I mean I think you better - do you mind heading that way for us?

GRAHAM SMOUT::

No, not at all.

ASSISTANT DISPATCHER - PAT:

Do you just want to go in a sedan on your own or what's the story?

GRAHAM SMOUT::

No, look all my shits in the truck.

ASSISTANT DISPATCHER - PAT:

Yeah, okay. Just head that way.

GRAHAM SMOUT::

Alright.

ASSISTANT DISPATCHER - PAT:

And - and I'll - and I'll get - she's really cracked the shits. She's - she's goin' to report us on this one for sure.

GRAHAM SMOUT::

Yeah. Oh well, shit - shit happens.

ASSISTANT DISPATCHER - PAT:

Yeah. Shit happens, and it has been just a - - -

GRAHAM SMOUT::

Yeah.

ASSISTANT DISPATCHER - PAT:

An absolute bung fight in here, they've got no - you know how you have bad nights.

GRAHAM SMOUT::

Yeah, that's right.

ASSISTANT DISPATCHER - PAT:

(TO MARTY IN BACKGROUND) Marty, what's tonight like, is it about the worst?

(MARTY IN BACKGROUND):

.....

ASSISTANT DISPATCHER - PAT:

It's just unbelievable here tonight, mate. Unbelievable.

GRAHAM SMOUT::

Have they consulted with the Base at all? Is it worth getting blood and goin' up there?

ASSISTANT DISPATCHER - PAT:

Yeah, yeah. I'll give Goulburn - I'll give Cobram a ring and ask them if they want some blood brought up and that, you know.

GRAHAM SMOUT::

Alright. I'll - - -

ASSISTANT DISPATCHER - PAT:

Okay.

GRAHAM SMOUT::

I'll ring ANE and see if they can get me some.

ASSISTANT DISPATCHER - PAT:

Yeah, alright. Well, if you - do you want to head

that - yeah, okay.

GRAHAM SMOUT::

The only thing, there wouldn't be any ..... on hold  
though.

ASSISTANT DISPATCHER - PAT:

Yeah, that's right, maybe just head that way.

GRAHAM SMOUT::

Yep, righto.

ASSISTANT DISPATCHER - PAT:

Okay, thanks mate.

GRAHAM SMOUT::

See ya.

ASSISTANT DISPATCHER - PAT:

Bye.

GRAHAM SMOUT::

Bye.

CALL - 31/12/08 - 00.14.45 - WANGARATTA TO G. SMOUT - CONCLUDES

CALL 31/12/08 - 00.21.48 - COMMENCES

ASSISTANT DISPATCHER - PAT:

Ambulance.

ROB - COBRAM:

Marty?

ASSISTANT DISPATCHER - PAT:

No, it's Pat.

ROB - COBRAM:

Pat, sorry yeah, Rob from Shepp - Cobram.

ASSISTANT DISPATCHER - PAT:

Yeah mate. Yeah mate.

ROB - COBRAM:

She's pretty flat.

ASSISTANT DISPATCHER - PAT:

Yep. Yep.

ROB - COBRAM:

And she's had 7 - 7 litres.

ASSISTANT DISPATCHER - PAT:

Yeah, I've got Smouty heading up.

ROB - COBRAM:

Yeah.

ASSISTANT DISPATCHER - PAT:

Yeah. Yeah. Do you want the chopper up there?

ROB - COBRAM:

Yeah. Yeah.

ASSISTANT DISPATCHER - PAT:

That's what - I suggested that to Genevieve.

ROB - COBRAM:

I'm not - I'm not overly happy with - - -

ASSISTANT DISPATCHER - PAT:

No.

ROB - COBRAM:

Leaving here with her.

ASSISTANT DISPATCHER - PAT:

No. Well, I suggested that to Genevieve that we send the air - the chopper up, you know.

ROB - COBRAM:

Yep.

ASSISTANT DISPATCHER - PAT:

So, we'll send the chopper up.

ROB - COBRAM:

Yeah. She's got a BP 70, 80.

ASSISTANT DISPATCHER - PAT:

Yep. Yep. Yep.

ROB - COBRAM:

Pale as.

ASSISTANT DISPATCHER - PAT:

Yeah, no, that's fine.

ROB - COBRAM:

Yeah.

ASSISTANT DISPATCHER - PAT:

Where - where can they land matey?

ROB - COBRAM:

Where - where does the chopper land? Not ..... ..

..... one on here.

ASSISTANT DISPATCHER - PAT:

Can - can we - well, ask Genevieve can they have a chopper land at the ho-, Cobram, surely - surely we could land a - - -

ROB - COBRAM:

School across the road.

ASSISTANT DISPATCHER - PAT:

The school across the road.

ROB - COBRAM:

In the day time, but - - -

ASSISTANT DISPATCHER - PAT:

Yeah, we'll - we'll send a helicopter up.

ROB - COBRAM:

Yeah, yeah, no definitely a chopper job.

ASSISTANT DISPATCHER - PAT:

Yeah. No, well, that should - I suggested that to her, so I'm a bit annoyed, because I suggested that to her 10 or 15 minutes ago, we need a - we can get a - a chopper up there, you know.

ROB - COBRAM:

Yep.

ASSISTANT DISPATCHER - PAT:

And we're copping a bit of flack, but the job came through as a Code 2 initially, you know what I mean.

ROB - COBRAM:

Yep.

ASSISTANT DISPATCHER - PAT:

And anyway - anyway, look it's a long story, but I'll - I'll get onto the air wing now and get the

helicopter up there, alright.

ROB - COBRAM:

Yeah. It's - as I said, I'm not - I'm not happy to -  
to take her from here.

ASSISTANT DISPATCHER - PAT:

No. No. That's alright.

ROB - COBRAM:

.....

ASSISTANT DISPATCHER - PAT:

No. No. If that - have they got a central line in  
or - or an art line or?

ROB - COBRAM:

They're tryin' - - -

ASSISTANT DISPATCHER - PAT:

Or just two peripheral?

ROB - COBRAM:

They're trying to put a second - a second line in  
now.

ASSISTANT DISPATCHER - PAT:

Yep. Okay.

ROB - COBRAM:

And she's got abdo distension.

ASSISTANT DISPATCHER - PAT:

Yeah, yes.

ROB - COBRAM:

She's - yeah.

ASSISTANT DISPATCHER - PAT:

Yeah, I know, I know, yeah.



ROB - COBRAM:

You know what her outputs like - yeah, I suppose you know all - - -

ASSISTANT DISPATCHER - PAT:

Yeah, I know all that. Yeah, I'll ring air and get a chopper up, mate.

ROB - COBRAM:

Yep. Thank you.

ASSISTANT DISPATCHER - PAT:

Okay, Rob, bye.

ROB - COBRAM:

Cheers mate, bye.

CALL 31/12/08 - 00.21.48 - CONCLUDES

CALL 31/12/08 - 00.22.35 - COMMENCES

GRAHAM SMOUT::

Hello.

DISPATCHER 1 - MARTY:

Smouty, Marty.

GRAHAM SMOUT::

Marty, do you know what sort of fluid this chick  
actually had?

DISPATCHER 1 - MARTY:

Pat was talkin' to Genevieve before, I'll - I'll put  
him on, mate, standby.

GRAHAM SMOUT::

Alright. Ta.

CALL 31/12/08 - 00.22.35 - CONCLUDES

CALL 31/12/08 - 00.23.29 - WANGARATTA TO G. SMOUT - COMMENCES

ASSISTANT DISPATCHER - PAT:

Ambulance?

GRAHAM SMOUT:

Gidday, it's Smouty.

ASSISTANT DISPATCHER - PAT:

Yeah. Mate, I'm going to send the chopper up, she's flat as a shit carter's hat, mate.

GRAHAM SMOUT:

Is she?

ASSISTANT DISPATCHER - PAT:

Yep. She's not - - -

GRAHAM SMOUT:

What sort of fluid has she had?

ASSISTANT DISPATCHER - PAT:

Gelatine and just some Hartmans.

GRAHAM SMOUT:

Okay.

ASSISTANT DISPATCHER - PAT:

Yep.

GRAHAM SMOUT:

What she's still going down the gurgler have they told you?

ASSISTANT DISPATCHER - PAT:

Well, yeah, Rob said she's as pale as buggery, hypotensive, just now she's tachy, severe pain, so I'm getting onto air wing now to get the machine up there.

GRAHAM SMOUT:

No worries, and we'll bolt up there as quick as we  
can.

ASSISTANT DISPATCHER - PAT:

Yep, thanks mate.

GRAHAM SMOUT:

Okay mate, ta, ta.

ASSISTANT DISPATCHER - PAT:

Bye.

CALL 31/12/08 - 00.23.29 - WANGARATTA TO G. SMOUT - CONCLUDES