

CALL 31/12/08 - 00.24.07 - COMMENCES

ASSISTANT DISPATCHER - PAT:

Sorry mate.

(UNIDENTIFIED MALE IN BACKGROUND):

This could go to shit this job.

ASSISTANT DISPATCHER - PAT:

Yeah.

AIR AMBULANCE - PETER:

Air Ambulance, Peter.

ASSISTANT DISPATCHER - PAT:

Peter, it's Pat, how are you mate?

AIR AMBULANCE - PETER:

Not bad.

ASSISTANT DISPATCHER - PAT:

Pete, we need a machine - a ro-, a rotary to - to get to Cobram as - ASAP. We've got a pretty flat 23 year old ectopic pregnancy up there. Any chance of HEMS 3 or something popping across to Cob?

AIR AMBULANCE - PETER:

I'll just - yeah. Hospital?

ASSISTANT DISPATCHER - PAT:

Yeah, the hospital. There's a school across the road.

AIR AMBULANCE - PETER:

Yep.

ASSISTANT DISPATCHER - PAT:

She's as flat as a shit carter's hat apparently. Hypotensive, tachy, severe pain, she's probably

ruptured out now. We had a car go up there and they've assessed it at - Genevieve from the air wing - air ambulance, she's a nurse up there, she's really cranky, because we've taken a while to get there, but anyway, that's another story. So, yeah, we need a helicopter up there straight away.

AIR AMBULANCE - PETER:

Alright mate, leave it with me.

ASSISTANT DISPATCHER - PAT:

Yep. Right, so - yeah So - - -

AIR AMBULANCE - PETER:

HEMS 3?

ASSISTANT DISPATCHER - PAT:

HEMS 3 to Cobram.

AIR AMBULANCE - PETER:

Yep.

ASSISTANT DISPATCHER - PAT:

Okay. Any - you don't need anything?

AIR AMBULANCE - PETER:

What have we got half past, up there about 10 past midnight.

ASSISTANT DISPATCHER - PAT:

What's the time, it's half past - - -

AIR AMBULANCE - PETER:

Half past - you know what I mean - - -

ASSISTANT DISPATCHER - PAT:

Yeah. About 30 minutes?

AIR AMBULANCE - PETER:

Half past, 1.00, yeah.

ASSISTANT DISPATCHER - PAT:

Yeah.

AIR AMBULANCE - PETER:

Yeah, quarter past 1.00.

ASSISTANT DISPATCHER - PAT:

Yeah. As soon as they can that would be great.

AIR AMBULANCE - PETER:

Alright mate.

ASSISTANT DISPATCHER - PAT:

Thanks mate.

AIR AMBULANCE - PETER:

See ya, bye.

ASSISTANT DISPATCHER - PAT:

Bye.

CALL 31/12/08 - 00.24.07 - CONCLUDES

CALL 31/12/08 - 00.27.31 COMMENCES

BOOKING 1 - AMBULANCE - PAT KELLY:

Ambulance.

COBRAM DISTRICT HOSPITAL - GENEVIEVE:

Hi, it's Katherine from Cobram Hospital.

BOOKING 1 - AMBULANCE - PAT KELLY:

Hi, how's it going there, Katherine? Not good?

COBRAM DISTRICT HOSPITAL - KATHERINE:

Not really.

BOOKING 1 - AMBULANCE - PAT KELLY:

No, I know. I'm sorry about all this. This has been awful.

COBRAM DISTRICT HOSPITAL - KATHERINE:

No, that's fine. We've got another problem. The amb-, with the chopper coming up - - -

BOOKING 1 - AMBULANCE - PAT KELLY:

Yeah.

COBRAM DISTRICT HOSPITAL - KATHERINE:

We actually probably need our local crew out so they can turn the lights on at

BOOKING 1 - AMBULANCE - PAT KELLY:

Okay. Yep. No, I've rung Air.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE - PAT KELLY:

When I was speaking to Genevieve before, even when the other car - we didn't have a MICA guy at all, you know.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE - PAT KELLY:

And we - we honestly didn't - we only got the one call at 11 o'clock. We didn't realise the degree of you know, urgency.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE - PAT KELLY:

And that's where - and I know Genevieve's not happy, but at the end of the day, we only got the one call, but I have dispatched the chopper because when I spoke to her last time, I said - I said to her, "It sounds like you need the helicopter up there," and she said, "Just get her out of here," you know.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Mm'm.

BOOKING 1 - AMBULANCE - PAT KELLY:

So look, what I'll do, I'll - well organise to get the lights put on.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Okay.

BOOKING 1 - AMBULANCE - PAT KELLY:

And they're going to land at - it'll be the HEMS 3 coming across from Bendigo.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Right.

BOOKING 1 - AMBULANCE - PAT KELLY:

And I'll - and - - -

COBRAM DISTRICT HOSPITAL - KATHERINE:

Have to land at the Showgrounds - - -

BOOKING 1 - AMBULANCE - PAT KELLY:

Yeah.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Because that's the only place with a light.

BOOKING 1 - AMBULANCE - PAT KELLY:

At the Showgrounds, is it?

COBRAM DISTRICT HOSPITAL - KATHERINE:

That's it.

BOOKING 1 - AMBULANCE - PAT KELLY:

Will the police turn those on or do - - -

COBRAM DISTRICT HOSPITAL - KATHERINE:

No. I've actually just tried to contact the police.

BOOKING 1 - AMBULANCE - PAT KELLY:

Right.

COBRAM DISTRICT HOSPITAL - KATHERINE:

There's no police.

BOOKING 1 - AMBULANCE - PAT KELLY:

So I'll ring Cobram and get them to turn the lights
on?

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE - PAT KELLY:

Yep.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah, Showgrounds.

BOOKING 1 - AMBULANCE - PAT KELLY:

At the Showgrounds?

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yep, no worries.

BOOKING 1 - AMBULANCE - PAT KELLY:

Right.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Will do that. And I think we'll be obviously going
down to the Royal Women's or something now?

BOOKING 1 - AMBULANCE - PAT KELLY:

Yeah.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE - PAT KELLY:

Yeah.

COBRAM DISTRICT HOSPITAL - KATHERINE:

That'd be great.

BOOKING 1 - AMBULANCE - PAT KELLY:

Good on you.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Okay.

BOOKING 1 - AMBULANCE - PAT KELLY:

Sorry about all the confusion but - - -

COBRAM DISTRICT HOSPITAL - KATHERINE:

No, that's fine.

BOOKING 1 - AMBULANCE - PAT KELLY:

We were doing out best and - - -

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE - PAT KELLY:

It was just one of those things.

COBRAM DISTRICT HOSPITAL - KATHERINE:

That's fine.

BOOKING 1 - AMBULANCE - PAT KELLY:

Thanks very much.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Okay.

BOOKING 1 - AMBULANCE - PAT KELLY:

Bye bye.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Bye.

CALL 31/12/08 - 00.27.31 - CONCLUDES

CALL 31/12/08 - 00.36.15 - WANGARATTA TO COBRAM - COMMENCES

DISPATCHER 1 - MARTY:

(TO PAT IN BACKGROUND) So he knows how to turn the
lights on?

PAT KELLY IN BACKGROUND:

Yeah, Hey?

DISPATCHER 1 - MARTY:

He knows how to turn the lights on?

PAT KELLY IN BACKGROUND:

Yeah.

DISPATCHER 1 - MARTY:

Yeah.

BERT - COBRAM:

Hello.

DISPATCHER 1 - MARTY:

Yeah, giddy, Bert, Marty in the Control Room.
There's no police officer within bull's roar of this
job unfortunately, so are you able to go out and get
those lights on for us?

BERT - COBRAM:

I'll try. I don't know how they go on.

DISPATCHER 1 - MARTY:

That'd be great.

BERT - COBRAM:

We've never had anything to do with it.

DISPATCHER 1 - MARTY:

Okay. Yeah.

BERT - COBRAM:

What's the story? What's goin' on?

DISPATCHER 1 - MARTY:

There's a - a girl at the - the hospital - where are we. Basically she - just a normal routine transfer, she had a ectopic pregnancy, with a little bit of morph. She's pain free, comfortable and then a little while later we new expected Shepp to be there, she - blood pressure dropped a little bit and everyone's startin' to get in a bit of a flap, so - - -

BERT - COBRAM:

They do so up there.

DISPATCHER 1 - MARTY:

Yeah, that's it. So, anyway we were tryin' to get the - the machine up there, the chopper and to get her down to the Royal Women's.

BERT - COBRAM:

The other option is to land at the oval across from the hospital at St Joseph but I don't lights on.

DISPATCHER 1 - MARTY:

Yeah.

BERT - COBRAM:

I'll go up and have a look for you.

DISPATCHER 1 - MARTY:

Alright. That'd be great. Thanks for that.

BERT - COBRAM:

Don't wake my offsider up, I'll just go out myself

and have a bit of a gander.

DISPATCHER 1 - MARTY:

We already have. We actually called him by error but that's alright. He's still in bed now. Alright. Thanks, Bert.

BERT - COBRAM:

Roger.

DISPATCHER 1 - MARTY:

Bye.

CALL 31/12/08 - 00.36.15 - WANGARATTA TO COBRAM - CONCLUDES

CALL 31/12/08 - 00.45.40 - COMMENCES

BOOKING 1 - AMBULANCE - MARTY:

Ambulance, this is Marty.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Hi, Marty, Katherine from Cobram again, sorry to bother you.

BOOKING 1 - AMBULANCE - MARTY:

That's alright, Katherine.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Listen, I'm just wondering, is this chopper we're getting, is that able to go to Shepp?

BOOKING 1 - AMBULANCE - MARTY:

We'll take her to the Royal Women's. If - if the chopper comes up, they'll be takin' her to Melbourne.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Will they? Because yeah, the Royal Women's were asking why she's going to there, that was all, and the doctor tried

BOOKING 1 - AMBULANCE - MARTY:

Okay. Well, I'll have a further chat to them and let you know.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yes, that'll be fine.

BOOKING 1 - AMBULANCE - MARTY:

Alright.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Great. Thank you.

BOOKING 1 - AMBULANCE - MARTY:

AAPL\JEV

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Thank you. What was your name, Katherine?

COBRAM DISTRICT HOSPITAL - KATHERINE:

Katherine, yep.

BOOKING 1 - AMBULANCE - MARTY:

Thanks, Kath, how is she at the moment?

COBRAM DISTRICT HOSPITAL - KATHERINE:

She's just - the blood pressure we've got is now 90.

BOOKING 1 - AMBULANCE - MARTY:

Alright.

COBRAM DISTRICT HOSPITAL - KATHERINE:

She's getting

BOOKING 1 - AMBULANCE - MARTY:

What's her GCS?

COBRAM DISTRICT HOSPITAL - KATHERINE:

No, she's actually alert and - - -

BOOKING 1 - AMBULANCE - MARTY:

Right.

COBRAM DISTRICT HOSPITAL - KATHERINE:

She is in a bit of pain.

BOOKING 1 - AMBULANCE - MARTY:

So, fortunately the - the situation happened - came through as a routine transfer, even though of course there's an ectopic, which is obviously a critical incident. But unfortunately it just came through as a routine transfer and then the other crew take a long time to get out there - - -

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE - MARTY:

And she - in that time, she deteriorated as well.
So, it's been a bit of a funny one unfortunately but
- - -

COBRAM DISTRICT HOSPITAL - KATHERINE:

It has been.

BOOKING 1 - AMBULANCE - MARTY:

Alright.

COBRAM DISTRICT HOSPITAL - KATHERINE:

We're heading the right direction now though.

BOOKING 1 - AMBULANCE - MARTY:

Yeah. Thank you.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Okay.

BOOKING 1 - AMBULANCE - MARTY:

Bye.

COBRAM DISTRICT HOSPITAL - KATHERINE:

No worries.

BOOKING 1 - AMBULANCE - MARTY:

I'll call you back.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Okay.

BOOKING 1 - AMBULANCE - MARTY:

Bye.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Bye.

CALL 31/12/08 - 00.45.40 - CONCLUDES

CALL 31/12/08 - 00.47.22 - WANGARATTA TO WANG DO - COMMENCES

DISPATCHER 1 - MARTY:

I'm ringin' Chad, I can't stand it.

MATT:

Hello.

DISPATCHER 1 - MARTY:

Matt, it's Pat, how are you?

MATT:

Good, mate.

DISPATCHER 1 - MARTY:

Well, we're not, mate. We - we - Marty and I have just about had a gut full, mate, of this, Matt. We have not stopped all night and I - we're both really just to the end of our tether, Matt, and I'm just goin' to tell you that right here and now.

MATT:

Alright.

DISPATCHER 1 - MARTY:

And neither of us can even get out of this friggin' room to even go to the toilet, you know.

MATT:

Alright.

DISPATCHER 1 - MARTY:

And the 000's and everything, it's just rubbish, Matt, and I want somethin' done about it, you know.

MATT:

Alright. I'll be in in a minute.

DISPATCHER 1 - MARTY:

AAPL\JEV

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Okay, mate.

MATT:

Bye.

DISPATCHER 1 - MARTY:

Bye.

CALL 31/12/08 - 00.47.22 - WANGARATTA TO WANG DO - CONCLUDES

CALL 31/12/08 - 01.07.11 - COMMENCES

BOOKING 1 - AMBULANCE:

Ambulance.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Hi, it's Katherine

BOOKING 1 - AMBULANCE:

Hi, Katherine, how are you?

COBRAM DISTRICT HOSPITAL - KATHERINE:

Look, I was just wondering how did you go with
..... getting that chopper

BOOKING 1 - AMBULANCE:

Yeah. The chopper's - just hold on a moment, I'll
find out exactly what's happening now.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Sure.

BOOKING 1 - AMBULANCE:

Are you there?

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE:

The helicopter should be there in about 15 minutes.
Now, we've got Bert from Cobram Branch putting
lights on the - where they're going to land and we've
got obviously two Shepparton crews - - -

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yep.

BOOKING 1 - AMBULANCE:

In the area that'll be able to bring that crew over

to the - the hospital and go from there.

COBRAM DISTRICT HOSPITAL - KATHERINE:

No problem.

BOOKING 1 - AMBULANCE:

Alright. Is there any further change or - - -

COBRAM DISTRICT HOSPITAL - KATHERINE:

There is at the moment, so I don't know whether will change the destination spoken to

BOOKING 1 - AMBULANCE:

Alright. But are you - you're wanting her to go to GV Base?

COBRAM DISTRICT HOSPITAL - KATHERINE:

Well, I think that's probably the best at the moment because it's closest, she'll get
.....

BOOKING 1 - AMBULANCE:

Yeah.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE:

It sounds like we've got a team there ready to go, so
- - -

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah, yeah, they have

BOOKING 1 - AMBULANCE:

Alright.

COBRAM DISTRICT HOSPITAL - KATHERINE:

But it just depends on what
the time now.

BOOKING 1 - AMBULANCE:

Yeah, that's right.

COBRAM DISTRICT HOSPITAL - KATHERINE:

Yeah.

BOOKING 1 - AMBULANCE:

Alright.

COBRAM DISTRICT HOSPITAL - KATHERINE:

I'll let you know.

BOOKING 1 - AMBULANCE:

Thanks, Katherine.

COBRAM DISTRICT HOSPITAL - KATHERINE:

No problems.

BOOKING 1 - AMBULANCE:

Bye bye.

COBRAM DISTRICT HOSPITAL - KATHERINE:

See you.

CALL 31/12/08 - 01.07.11 - CONCLUDES

ASSISTANT DISPATCHER - MARTY:

Ambulance?

ROB - COBRAM:

Yeah. Rob here at Cobram again.

ASSISTANT DISPATCHER - MARTY:

Who is it sorry?

ROB - COBRAM:

Rob at Cobram.

ASSISTANT DISPATCHER - MARTY:

Yeah. How you going with that patient, Rob?

ROB - COBRAM:

Good, yeah. Look Graham's - Graham's happy we - we will load and get over the road and meet the chopper as they land, so there's less delay.

ASSISTANT DISPATCHER - MARTY:

Yeah. Yeah.

ROB - COBRAM:

If you want, I'll pass on a set of obs.

ASSISTANT DISPATCHER - MARTY:

Gr-, Graham's unhappy is he, did you say, sorry?

ROB - COBRAM:

Too much background noise there, what's going on?

ASSISTANT DISPATCHER - MARTY:

Nothing's going on mate, it's just - there's some few people come in the room that's all.

ROB - COBRAM:

Sorry?

ASSISTANT DISPATCHER - MARTY:

There's a few people that have come into Comms room.

ROB - COBRAM:

Okay. Can you tell them to shut up because I can't hear you.

ASSISTANT DISPATCHER - MARTY:

That's alright.

ROB - COBRAM:

Yeah. No. Graham is going to load with us and we take the patient over the road to the hos-, to the -

- -

ASSISTANT DISPATCHER - MARTY:

Yeah, chopper.

ROB - COBRAM:

Chopper, and - - -

ASSISTANT DISPATCHER - MARTY:

Yep.

ROB - COBRAM:

And - and load direct, okay.

ASSISTANT DISPATCHER - MARTY:

Yep. Yep.

ROB - COBRAM:

So - now, heart rate's 115.

ASSISTANT DISPATCHER - MARTY:

Shit, yep.

ROB - COBRAM:

BP's 88 on 54.

ASSISTANT DISPATCHER - MARTY:

Yep.

ROB - COBRAM:

Wrist rate's 24, and GCS is 14.

ASSISTANT DISPATCHER - MARTY:

14, okay.

ROB - COBRAM:

Okay.

ASSISTANT DISPATCHER - MARTY:

How - how many units of blood - how many - has she
blood at all?

ROB - COBRAM:

No.

ASSISTANT DISPATCHER - MARTY:

Okay.

ROB - COBRAM:

They don't have any here.

ASSISTANT DISPATCHER - MARTY:

Right.

ROB - COBRAM:

She's - she's had three litres for Hartmans.

ASSISTANT DISPATCHER - MARTY:

Yep.

ROB - COBRAM:

Three litres of saline.

ASSISTANT DISPATCHER - MARTY:

Yep.

ROB - COBRAM:

And she's on a fourth, half litre bag of gel fusion.

ASSISTANT DISPATCHER - MARTY:

Yep. Yep. Okay, and what - what are her sats like?

ROB - COBRAM:

Satting at 100 on - on oxygen.

ASSISTANT DISPATCHER - MARTY:

Mm'm.

ROB - COBRAM:

Yep.

ASSISTANT DISPATCHER - MARTY:

Okay, no worries at all. And pain, an-, any pain?

ROB - COBRAM:

Yeah, she's in - in a fair bit of pain, and she's had

- - -

ASSISTANT DISPATCHER - MARTY:

She's - I know she's already had 10 of morph and some
Max earlier in the evening.

ROB - COBRAM:

Yeah.

ASSISTANT DISPATCHER - MARTY:

She had - yeah.

ROB - COBRAM:

I'm not quite sure, sorry, it's all - - -

ASSISTANT DISPATCHER - MARTY:

Alright.

ROB - COBRAM:

A little bit - a little bit hectic.

ASSISTANT DISPATCHER - MARTY:

Okay.

ROB - COBRAM:

But she's - she's still quite uncomfortable.

ASSISTANT DISPATCHER - MARTY:

Yeah.

ROB - COBRAM:

So - - -

ASSISTANT DISPATCHER - MARTY:

And do you - we - we're going to fly her down to Goulburn Valley and your heliport - so we'll need a car down there to - - -

ROB - COBRAM:

Well, Graham - Graham's going to suggest to the pilot that it could probably nearly still use a helipad, but I mean I don't know about that, it's - - -

ASSISTANT DISPATCHER - MARTY:

How sick is she Rob?

ROB - COBRAM:

BND.

ASSISTANT DISPATCHER - MARTY:

Really.

ROB - COBRAM:

Yep.

ASSISTANT DISPATCHER - MARTY:

Mm. Okay. Alright. Okay, well the chopper - - -

ROB - COBRAM:

Would have potential to - - -

ASSISTANT DISPATCHER - MARTY:

Yeah, of course they have, yeah, yeah.

ROB - COBRAM:

.....

ASSISTANT DISPATCHER - MARTY:

I mean she took a GCS is 14, isn't she?

ROB - COBRAM:

Yep.

ASSISTANT DISPATCHER - MARTY:

Alright. Okay. And the surgical team are waiting at
the - - -

ROB - COBRAM:

Yeah, apparently they - they are. The doctor's
spoken here and he would prefer her to go to the -
the Base for - - -

ASSISTANT DISPATCHER - MARTY:

Yeah, because they're all waiting for her.

ROB - COBRAM:

Yeah.

ASSISTANT DISPATCHER - MARTY:

Yep, not a problem.

ROB - COBRAM:

And we're in the process - we're just about to
transfer her onto our stretcher.

ASSISTANT DISPATCHER - MARTY:

Yeah. Yep.

ROB - COBRAM:

And looking at - Graham said that the - - -

ASSISTANT DISPATCHER - MARTY:

Yep.

ROB - COBRAM:

Choppers going to be in at 1.20.

ASSISTANT DISPATCHER - MARTY:

1.15 I was told.

ROB - COBRAM:

Okay, yeah.

ASSISTANT DISPATCHER - MARTY:

Yeah.

ROB - COBRAM:

He was told 1.20.

ASSISTANT DISPATCHER - MARTY:

Alright, okay, 1.20.

ROB - COBRAM:

But yeah, any - any time within the next 5 or 10 minutes.

ASSISTANT DISPATCHER - MARTY:

Did you get another line in?

ROB - COBRAM:

Yeah, she's got a 18 in her leg and she's got two 20's.

ASSISTANT DISPATCHER - MARTY:

Did they put - did they an art line in her?

ROB - COBRAM:

No. No. No. No go there.

ASSISTANT DISPATCHER - MARTY:

Alright, okay. Alright, thanks very much, Rob.

ROB - COBRAM:

She's got a - a catheter as well.

ASSISTANT DISPATCHER - MARTY:

Very good.

ROB - COBRAM:

And she's not - not draining at all.

ASSISTANT DISPATCHER - MARTY:

Yeah, I know, she's had no urinary output at all.

ROB - COBRAM:

Yep.

ASSISTANT DISPATCHER - MARTY:

Alright.

ROB - COBRAM:

Alright, so that's where - where we're at.

ASSISTANT DISPATCHER - MARTY:

Okay. I appreciate that.

ROB - COBRAM:

Okay.

ASSISTANT DISPATCHER - MARTY:

I'll let - I'll let Murray know on the machine.

ROB - COBRAM:

Yep, no worries.

ASSISTANT DISPATCHER - MARTY:

Okay, bye bye.

ROB - COBRAM:

Cheers. I'll give you a yell shortly, when we

ASSISTANT DISPATCHER - MARTY:

Yeah. Yeah.

ROB - COBRAM:

Yep.

ASSISTANT DISPATCHER - MARTY:

AAPL\JEV

3CR 0001/09

000177

Okay bye.

CALL 31/12/08 - 01.07.35 - CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 1.19.47 - HEMS 3 to WANGARATTA -
COMMENCES

HEMS 3:

HEMS 3 To Wangaratta Control.

WANGARATTA CONTROL ROOM - MARTY:

Go ahead HEMS 3.

HEMS 3:

HEMS 3. Can we have the car at Cobram to turn the
beacons on for us?

WANGARATTA CONTROL ROOM - MARTY:

Roger that. I'll give them a call.

RADIO TRANSMISSION - 31/12/08 - 1.19.47 - HEMS 3 to WANGARATTA -
CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 01/20/36 - HEMS 3 TO WANGARATTA -
COMMENCES:

COBRAM GROUND UNIT:

HEMS 3, this is Cobram Ground Unit.

WANGARATTA CONTROL ROOM:

Cobram, can you put your beacons on, please, for HEMS
3?

COBRAM GROUND UNIT:

HEMS 3, Cobram Ground Unit. I have my beacons on for
you. I'm just awaiting a key to open the gates and
turn the lights on.

WANGARATTA CONTROL ROOM - MARTY:

HEMS 3, did you copy that?

HEMS 3:

We're 1 minute out.

WANGARATTA CONTROL ROOM - MARTY:

Yeah, roger. Cobram has his beacons on, still
waiting to get the lights put on the oval.

HEMS 3:

Yeah, no worries. We've got his beacons sighted,
thanks.

RADIO TRANSMISSION - 31/12/08 - 01/20/36 - HEMS 3 TO WANGARATTA -
CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 01.35.12 - AAV TO WANGARATTA -
COMMENCES

CONTROL ROOM - GARETH:

Control Room, Gareth.

AIR AMBULANCE - PETER:

Yeah. It's Peter at Air Ambulance, Melbourne.

CONTROL ROOM - GARETH:

Giddy Peter.

AIR AMBULANCE - PETER:

That sick one up at Cobram, they're going through to
Shepparton, mate.

CONTROL ROOM - GARETH:

They're going to Shepp are they?

AIR AMBULANCE - PETER:

So, you'll have to arrange a car at the Shepparton
Airport.

CONTROL ROOM - GARETH:

At the airport, that's right, because the airport
there, the landing site at the hospital's closed,
isn't it?

AIR AMBULANCE - PETER:

Yep.

CONTROL ROOM - GARETH:

Okay.

AIR AMBULANCE - PETER:

Okay mate.

CONTROL ROOM - GARETH:

We'll get that organised. Any idea of a timeframe?

AIR AMBULANCE - PETER:

No. I'll assume they'll talk to you, mate

CONTROL ROOM - GARETH:

Okay. So he's still on the ground at the moment?

AIR AMBULANCE - PETER:

Yeah.

CONTROL ROOM - GARETH:

Okay.

AIR AMBULANCE - PETER:

Thanks a lot.

CONTROL ROOM - GARETH:

Yeah, now worries, thanks Peter.

AIR AMBULANCE - PETER:

See ya. Bye.

CONTROL ROOM - GARETH:

Bye.

RADIO TRANSMISSION - 31/12/08 - 01.35.12 - AAV TO WANGARATTA -

CONCLUDES

RADIO TRANSMISSION - ³¹30/12/08 - 02.00.17 - COMMENCES

SHEPPARTON 625:

Control, Shepp 625. We're for the chopper in Cobram. Can you please confirm that the helipad is available at Shepparton and also confirm whether the other Shepp crew who are still in Shepp are available to do the pick up if required.

RADIO TRANSMISSION - 30/12/08 - 02.00.17 - CONCLUDES

CALL 31/12/08 - 02.02.08 - AAV TO WANGARATTA - COMMENCES

DISPATCHER 1 - MARTY:

Ambulance.

AIR AMBULANCE - PETER:

Just keep me up to scratch. Peter at Air Ambulance,
they're intubating that girl up at Cobram.

DISPATCHER 1 - MARTY:

They are, yep.

AIR AMBULANCE - PETER:

And apparently they still want to go to Shepparton,
so - - -

DISPATCHER 1 - MARTY:

That's phenomenal, mate. I can't understand it, but
anyway.

AIR AMBULANCE - PETER:

No. We - look, retrieval have been superb.
They're tryin' to move her on and Goulburn Valley
reckon the can handle it, so - - -

DISPATCHER 1 - MARTY:

But while the chopper's there, why not just take her
down to Melbourne?

AIR AMBULANCE - PETER:

Totally agree.

DISPATCHER 1 - MARTY:

Anyway.

AIR AMBULANCE - PETER:

Murray wants to go to Melbourne. Everybody wants to
go to Melbourne.

DISPATCHER 1 - MARTY:

Who's got the final say? The treating doctor?

AIR AMBULANCE - PETER:

Yeah. Obviously the blokes in - - -

DISPATCHER 1 - MARTY:

Cobram.

AIR AMBULANCE - PETER:

Anyway, if they want a fixed wing aircraft, which they will want at 5.00 am, they won't be getting it till 8 o'clock.

DISPATCHER 1 - MARTY:

That's exactly right, yeah.

AIR AMBULANCE - PETER:

So - anyway, like I said, intubating the patient now, they'll get airborne and they still need to be picked up from Shepp airport.

DISPATCHER 1 - MARTY:

Yes, no problem.

AIR AMBULANCE - PETER:

Thank you.

DISPATCHER 1 - MARTY:

Thanks for that.

AIR AMBULANCE - PETER:

See you. Bye.

DISPATCHER 1 - MARTY:

See ya.

CALL 31/12/08 - 02.02.08 - AAV TO WANGARATTA - CONCLUDES

CALL 31/12/08 - -2.11.26 - COMMENCES

(AMBULANCE VICTORIA - RECORDED MESSAGE)

'Welcome to Ambulance Victoria, Service Desk. Please note, your call will be recorded for training and quality assurance. If you are callin from a 000 call centre, press 5. Otherwise, please hold and we will attend.'

SERVICE DESK - JASON:

Service Desk, Jason speaking.

DISPATCHER 1 - MARTY:

Yeah, gidday, Jason, it's Marty from Wang office. How are you? Good. We've lost all our Shepparton towers for some reason. It's - an alarm went off about five minutes ago and we've got all the Wangaratta towers still up there and we're still all them, but we've lost Shepparton. It's just - it's not there.

SERVICE DESK - JASON:

No, I'm only - - -

DISPATCHER 1 - MARTY:

I just thought I'd log it with you and I'll give Ivan Kerry a call as well.

SERVICE DESK - JASON:

Yep, I'll be sending him a so - - -

DISPATCHER 1 - MARTY:

Alright. So, I'll wait for him to call me then.

SERVICE DESK - JASON:

Yep, no problem.

DISPATCHER 1 - MARTY:

Alright.

SERVICE DESK - JASON:

Can I grab your user name just before you go?

DISPATCHER 1 - MARTY:

Yep. Masha, M-a-s-h-a, 1.

SERVICE DESK - JASON:

No problem at all. I'll get on to that for you.

DISPATCHER 1 - MARTY:

So, you'll get him to contact us?

SERVICE DESK - JASON:

Yep.

DISPATCHER 1 - MARTY:

Alright. Thanks for that.

SERVICE DESK - JASON:

No problem.

DISPATCHER 1 - MARTY:

Bye bye.

SERVICE DESK - JASON:

Ta.

CALL 31/12/08 - 02.11.26 - CONCLUDES

CALL 31/12/08 - 2.12.31 - COMMENCES

ASSISTANT DISPATCHER - PAT:

Ambulance.

AIR AMBULANCE - GRAHAM SMOUT:

Gidday, it's Smouty.

ASSISTANT DISPATCHER - PAT:

Yes, Smouty.

AIR AMBULANCE - GRAHAM SMOUT:

The helicopter left 1 minute ago.

ASSISTANT DISPATCHER - PAT:

Yep.

AIR AMBULANCE - GRAHAM SMOUT:

You've got 15 minutes to have a car - or a stretcher base and an officer to push 'em into the - into Cas at Shepp. They are going to land on the old helipad.

ASSISTANT DISPATCHER - PAT:

Yep.

AIR AMBULANCE - GRAHAM SMOUT:

So if you don't have a crew available, ring John Morris.

ASSISTANT DISPATCHER - PAT:

We don't. Yeah.

AIR AMBULANCE - GRAHAM SMOUT:

Yeah. Ring John Morris, he'll come in and do it.

ASSISTANT DISPATCHER - PAT:

Yeah, alright.

AIR AMBULANCE - GRAHAM SMOUT:

Tell him he has to do it.

ASSISTANT DISPATCHER - PAT:

Yeah.

AIR AMBULANCE - GRAHAM SMOUT:

He's got 15 minutes to do it.

ASSISTANT DISPATCHER - PAT:

Settle down. Yeah, alright.

AIR AMBULANCE - GRAHAM SMOUT:

And then when you've got two seconds left - - -

ASSISTANT DISPATCHER - PAT:

Yeah.

AIR AMBULANCE - GRAHAM SMOUT:

Ring Cas and tell 'em they're on the way. They'll
need a rapid infuser.

ASSISTANT DISPATCHER - PAT:

Yeah, yeah.

AIR AMBULANCE - GRAHAM SMOUT:

Grab that.

ASSISTANT DISPATCHER - PAT:

Rightio. How's she going?

AIR AMBULANCE - GRAHAM SMOUT:

Shitful.

ASSISTANT DISPATCHER - PAT:

Alright. Okay. Now - alright.

AIR AMBULANCE - GRAHAM SMOUT:

They're going to need a - we're going to need a rapid
infuser.

ASSISTANT DISPATCHER - PAT:

Yeah, yeah, yeah, I got that.

AIR AMBULANCE - GRAHAM SMOUT:

And shit loads of blood.

ASSISTANT DISPATCHER - PAT:

Alright. Okay.

AIR AMBULANCE - GRAHAM SMOUT:

Alright. Because what's coming out of her is pink.

ASSISTANT DISPATCHER - PAT:

Yeah. She doesn't sound too well at all.

AIR AMBULANCE - GRAHAM SMOUT:

Yeah. She went unconscious as - as we were loading her to go onto the helicopter.

ASSISTANT DISPATCHER - PAT:

Is she intubated now?

AIR AMBULANCE - GRAHAM SMOUT:

She's intubated.

ASSISTANT DISPATCHER - PAT:

Why didn't they friggin' just take her to Melbourne, Smouty?

AIR AMBULANCE - GRAHAM SMOUT:

Because she needs her gut opened up straight away.

ASSISTANT DISPATCHER - PAT:

Alright.

AIR AMBULANCE - GRAHAM SMOUT:

She's as big as a nine month pregnancy.

ASSISTANT DISPATCHER - PAT:

Alright. Okay. I'll get on to it now.

AIR AMBULANCE - GRAHAM SMOUT:

Thanks, matey.

ASSISTANT DISPATCHER - PAT:

Bye.

AIR AMBULANCE - GRAHAM SMOUT:

'Ooroo.

ASSISTANT DISPATCHER - PAT:

Bye. (TO UNKNOWN FEMALE ON PHONE) You there, mate?

(UNKNOWN FEMALE ON PHONE):

Yeah.

ASSISTANT DISPATCHER - PAT:

I better go, it's gettin' a bit busy again. I'll

- - -

(UNKNOWN FEMALE ON PHONE):

Alright.

ASSISTANT DISPATCHER - PAT:

Is that alright?

(UNKNOWN FEMALE ON PHONE):

I'll let you go. Yeah, that's fine. I'll let you
go, darl.

ASSISTANT DISPATCHER - PAT:

Sorry.

(UNKNOWN FEMALE ON PHONE):

And goodnight. No, you're alright, don't be sorry.

ASSISTANT DISPATCHER - PAT:

Okay.

(UNKNOWN FEMALE ON PHONE):

You have to work.

ASSISTANT DISPATCHER - PAT:

000196

Okay. Thanks.

(UNKNOWN FEMALE ON PHONE):

Okay. bye.

ASSISTANT DISPATCHER - PAT:

Bye.

(UNKNOWN FEMALE ON PHONE):

Bye.

CALL 31/12/08 - 2.12.31 - CONCLUDES

000197

RADIO TRANSMISSION - 31/12/08 - 02.13.00 - COMMENCES

HEMS 3:

HEMS 3 To Wangaratta Control,

WANGARATTA CONTROL ROOM - MARTY:

Go ahead HEMS 3.

HEMS 3:

We'll be at Shepparton pad in 20 minutes, 20.

WANGARATTA CONTROL ROOM - MARTY:

Roger. Thanks. We'll have a car there to pick you up and are - so you're going to be at the - the GV helipad, are you?

HEMS 3:

Yeah. Affirmative. We think we can get in there.

WANGARATTA CONTROL ROOM - MARTY:

Roger.

RADIO TRANSMISSION - 31/12/08 - 02.13.00 - CONCLUDES

CALL 31/12/08 - 02.14.33 - WANGARATTA TO J. MORRIS - COMMENCES

ASSISTANT DISPATCHER - PAT KELLY:

(TO UNIDENTIFIED MALE IN BACKGROUND) Do you reckon there's goin' to be some lashback from this case?

(UNIDENTIFIED MALE IN BACKGROUND):

I think there'll be a little bit.

JOHN MORRIS:

Hello.

ASSISTANT DISPATCHER - PAT KELLY:

Johnny?

JOHN MORRIS:

Yeah.

ASSISTANT DISPATCHER - PAT KELLY:

Patty.

JOHN MORRIS:

How are you going, Pat?

ASSISTANT DISPATCHER - PAT KELLY:

Good, mate. We've got - need a bit of a hand. We've got the HEMS 3 just leaving Cobram Hospital now to go down to Goulburn Valley Base Hospital. They've got a 23 year old lady who's really sick from an ectopic. She's intubated and flat as a shit carter's hat. We haven't got a crew in Shepp to meet them to wheel her into the hospital, right, because your helipad is down there or something.

JOHN MORRIS:

Need to land at the airport.

ASSISTANT DISPATCHER - PAT KELLY:

Yeah. Yeah. I don't know where they'll land. I've got no idea, John. Smouty said to ring - not ring - yeah, ring Johnny Morris and he'll be there in 20 minutes and I - I've got - fuckin' clue what to do next because we've got no crews at all in Shepparton. We've had a night from hell. Just haven't fuckin' stopped. We haven't stopped all night, John, you know. Hardly haven't had a piss. I've got Matt down in here now. It's just complete bullshit. It's out of control, you know.

JOHN MORRIS:

Mm.

ASSISTANT DISPATCHER - PAT KELLY:

So, are you able to help us out with that or - - -

JOHN MORRIS:

Yeah. I'm sure they'll land at the airport.

ASSISTANT DISPATCHER - PAT KELLY:

Do they - do they land at the airport guys, or do they - okay. Do you - do you want to ring Smouty and you know.

JOHN MORRIS:

Where - where's Smouty?

ASSISTANT DISPATCHER - PAT KELLY:

He's up at Cobram.

JOHN MORRIS:

Okay. No worries.

ASSISTANT DISPATCHER - PAT KELLY:

Have you got his number and all that?

JOHN MORRIS:

..... Yeah, grab my phone.

ASSISTANT DISPATCHER - PAT KELLY:

So - so where do they land?

JOHN MORRIS:

The helipad's been - - -

ASSISTANT DISPATCHER - PAT KELLY:

Closed, yep. So, they've got to - so they - - -

JOHN MORRIS:

At the airport.

ASSISTANT DISPATCHER - PAT KELLY:

At the airport?

JOHN MORRIS:

Yeah.

ASSISTANT DISPATCHER - PAT KELLY:

Oh.

JOHN MORRIS:

So - so we've got to

ASSISTANT DISPATCHER - PAT KELLY:

So, they - they couldn't land in a park or somewhere near the hospital?

JOHN MORRIS:

No. There's - there's nowhere really, mate.
..... ..

ASSISTANT DISPATCHER - PAT KELLY:

Okay. Yep.

JOHN MORRIS:

So we need to take a patient from the airport?

ASSISTANT DISPATCHER - PAT KELLY:

From the airport into - yeah, and she's very, very sick and they've got to ring the hospital or - or ring Cas. Smouty said to tell 'em they need a rapid infuser on arrival.

JOHN MORRIS:

Okay. No worries. Well, we'll finish, grab the car and piss off out there.

ASSISTANT DISPATCHER - PAT KELLY:

Yeah. Thanks, Johnny.

JOHN MORRIS:

Right, mate.

ASSISTANT DISPATCHER - PAT KELLY:

Sorry about all that.

JOHN MORRIS:

You're right. No worries.

ASSISTANT DISPATCHER - PAT KELLY:

Good on you, mate. Bye.

JOHN MORRIS:

See ya.

CALL 31/12/08 - 02.14.33 - WANGARATTA TO J. MORRIS - CONCLUDES

CALL 31/12/08 - 2:16.37 - COMMENCES

(UNKNOWN MALE IN BACKGROUND):

Melbourne now?

ASSISTANT DISPATCHER - PAT:

Of course she'll go to Melbourne, yeah.

(UNKNOWN MALE IN BACKGROUND):

To Melbourne?

ASSISTANT DISPATCHER - PAT:

I'm ringing Goulburn.

GOULBURN VALLEY HOSPITAL - CHRIS:

Chris

ASSISTANT DISPATCHER - PAT:

Giddy, it's the ambulance in Wangaratta, how are you tonight?

GOULBURN VALLEY HOSPITAL - CHRIS:

Yeah, good.

ASSISTANT DISPATCHER - PAT:

Good. Your patient is heading down now from Cobram.

GOULBURN VALLEY HOSPITAL - CHRIS:

Yeah.

ASSISTANT DISPATCHER - PAT:

In the helicopter.

GOULBURN VALLEY HOSPITAL - CHRIS:

Yes.

ASSISTANT DISPATCHER - PAT:

And that'll be there in 15 to 20 minutes.

GOULBURN VALLEY HOSPITAL - CHRIS:

We thought that 15 minutes ago.

ASSISTANT DISPATCHER - PAT:

Well, I don't know. I'm just giving the ETA they've just told me there.

GOULBURN VALLEY HOSPITAL - CHRIS:

Yep.

ASSISTANT DISPATCHER - PAT:

And that she's intubated and according to the Microers, you'll need a rapid infuser or something.

GOULBURN VALLEY HOSPITAL - CHRIS:

Got that.

ASSISTANT DISPATCHER - PAT:

Got it. Yep. No worries at all.

GOULBURN VALLEY HOSPITAL - CHRIS:

Do you know hat her obs are at the moment?

ASSISTANT DISPATCHER - PAT:

They didn't give me any obs whatsoever. I can - can attempt to get those for you, if you like.

GOULBURN VALLEY HOSPITAL - CHRIS:

Yeah, if you can get 'em,

ASSISTANT DISPATCHER - PAT:

I'll try.

GOULBURN VALLEY HOSPITAL - CHRIS:

Okay.

ASSISTANT DISPATCHER - PAT:

I'll - I'll try and I'll give you a ring back, if you like.

GOULBURN VALLEY HOSPITAL - CHRIS:

Thank you.

000204

ASSISTANT DISPATCHER - PAT:

One moment. I'll ring you back shortly.

GOULBURN VALLEY HOSPITAL - CHRIS:

Righto.

CALL 31/12/08 - 2.16.37 - CONCLUDES

CALL 31/12/08 - 02.20.08 - COMMENCES

DISPATCHER 1 - MARTY:

Control Room, this is Marty.

FRANK:

Marty, this is Frank.

DISPATCHER 1 - MARTY:

Hey, Frank, how's it going?

FRANK:

Who's going to meet the helicopter if it's coming here?

DISPATCHER 1 - MARTY:

Are you guys free or you're not?

FRANK:

Well, we are now.

DISPATCHER 1 - MARTY:

Good.

FRANK:

We're - we're about three behind. Now, do you want us to go to the airport or what?

DISPATCHER 1 - MARTY:

Well, apparently they're landing at the GV Helipad.

FRANK:

I thought that was closed.

DISPATCHER 1 - MARTY:

So did I, but apparently they've liaised with the - the hospital and they can land there. So, Pat's given John Morris a call and he'll probably go over and just be there to meet the chopper and assist the

staff to push it back into the - the hospital.

FRANK:

Well, it's a long - lucky to push that.

DISPATCHER 1 - MARTY:

Look, I don't know. Is it - so obviously it is a long way to push then?

FRANK:

Normally - yeah. We normally go and meet 'em.

DISPATCHER 1 - MARTY:

Alright. Well, if you're free and you're able to, that'd be great. That'd be better.

FRANK:

You can't just push it into the - is it going to theatre or is it going into Cas?

DISPATCHER 1 - MARTY:

I don't know that information, mate, I'm sorry. Smouty's aware of all that. We haven't had - been fed any of that.

FRANK:

Alright. Well, we'll go around and meet it then.

DISPATCHER 1 - MARTY:

Alright. That'd be great. So where are you heading to?

FRANK:

We'll go to the Shepp - to the heliport here at the hospital.

DISPATCHER 1 - MARTY:

Alright. Brilliant, that'd be great.

FRANK:

Okay.

DISPATCHER 1 - MARTY:

They're about 15 minutes away.

FRANK:

Yeah. Well, I don't know who's goin' to turn the lights on if they're goin' to - I'll see if they can.

DISPATCHER 1 - MARTY:

Alright. Thank you.

FRANK:

No problem. See ya.

DISPATCHER 1 - MARTY:

See ya.

FRANK:

Bye.

CALL 31/12/08 - 02.20.08 - CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 02.26.57 - COMMENCES

SHEPPARTON 625:

Control, Shepp 625.

WANGARATTA CONTROL ROOM - MARTY:

Shepp 625.

SHEPPARTON 625:

Yes. Mobile to the airport, thanks.

WANGARATTA CONTROL ROOM - MARTY:

Roger. Thanks. 2.27.

SHEPPARTON 625:

Shepp 625.

WANGARATTA CONTROL ROOM - MARTY:

Shepp 625.

SHEPPARTON 625:

Shepp 625. You called?

WANGARATTA CONTROL ROOM - MARTY:

Yeah. No. You called and you said you were mobile.

SHEPPARTON 625:

Roger. We left Cobram about 10 minutes ago.

WANGARATTA CONTROL ROOM - MARTY:

Roger. Thanks for that.

RADIO TRANSMISSION - 31/12/08 - 02.26.57 - CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 02.29.28 - COMMENCES

WANGARATTA CONTROL ROOM - MARTY:

Wang Control to Shepparton 840.

SHEPPARTON 840:

840.

WANGARATTA CONTROL ROOM - MARTY:

Yeah. We've had clarification from Peter at Air Ambulance, they are landing at the airport and they will be there in 4 minutes.

SHEPPARTON 840:

So, the Shepp - we'll load our thing and zip out there.

WANGARATTA CONTROL ROOM - MARTY:

Roger. Thank you for that.

(UNIDENTIFIED UNIT):

It's alright Frank, I'll get it.

RADIO TRANSMISSION - 31/12/08 - 02.29.28 - CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 02.30.59 - COMMENCES

SHEPPARTON 840:

Shepp 840. We're goin' out on a 1, so we're never goin' to get there.

WANGARATTA CONTROL ROOM - MARTY:

Yeah, thanks Frank. It's going to be a Code 1 transfer from the airport to the hospital.

SHEPPARTON 840:

Yeah. Roger. Cas is ready.

WANGARATTA CONTROL ROOM - MARTY:

Yeah. Thanks again.

(UNIDENTIFIED UNIT):

It's a Code 2

WANGARATTA CONTROL ROOM - MARTY:

Sorry, car calling?

SHEPPARTON 675:

Shepp 675. At the airport.

WANGARATTA CONTROL ROOM - MARTY:

Roger. Thanks. At 2.31.

RADIO TRANSMISSION - 31/12/08 - 02.30.59 - CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 02.33.25 - COMMENCES

HEMS 3:

HEMS 3 to Wangaratta Control.

WANGARATTA CONTROL ROOM - MARTY:

Go ahead HEMS 3.

HEMS 3:

We're landed at the pad. Have we got a car available?

WANGARATTA CONTROL ROOM - MARTY:

We id have. I spoke to Peter, he said you were landing at the airport.

HEMS 3:

No. We're at the helipad at Goulburn Valley Base.

WANGARATTA CONTROL ROOM - MARTY:

Roger. Wang Control to Shepp 675 and 840.

CORRYONG 747:

Corryong 747. Just approaching Corryong. Thanks.

RADIO TRANSMISSION - 31/12/08 - 02.33.25 - CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 02.34.06 - COMMENCES

WANGARATTA CONTROL ROOM - MARTY:

Wangaratta Control to Shepparton 675 and 840.

SHEPPARTON 840:

840 received. Will be landing at the helipad. We'll be there in about 4 minutes.

WANGARATTA CONTROL ROOM - MARTY:

Roger. Thanks. And Wang Control to HEMS 3. We've got a car, they'll be there in about 4 minutes.

RADIO TRANSMISSION - 31/12/08 - 02.34.06 - CONCLUDES

ALL 31/12/08 - 02.35.15 - WANGARATTA TO AAV - COMMENCES

AIR AMBULANCE - PETER:

Air Ambulance, Peter.

DISPATCHER 1 - MARTY:

Yeah. Peter, they were at helipad. He's got
the

AIR AMBULANCE - PETER:

Yeah.

DISPATCHER 1 - MARTY:

We'll have a car there in about three minutes at the
helipad.

AIR AMBULANCE - PETER:

At the airport?

DISPATCHER 1 - MARTY:

No, they - they've said the helipad they're landing.

AIR AMBULANCE - PETER:

I'll leave it with you guys.

DISPATCHER 1 - MARTY:

Yep, no worries.

AIR AMBULANCE - PETER:

I was told by the hospital it was closed.

DISPATCHER 1 - MARTY:

Yeah, well, apparently it's - they've - were able to
open it somehow, but anyway.

AIR AMBULANCE - PETER:

Alright, mate..

DISPATCHER 1 - MARTY:

Alright, thanks.

AIR AMBULANCE - PETER:

See ya.

DISPATCHER 1 - MARTY:

Bye.

CALL 31/12/08 - 02.35.15 - WANGARATTA TO AAV - CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 02.35.25 - COMMENCES

SHEPPARTON 675:

Shepp 675. Clearing the airport. Thanks.

RADIO TRANSMISSION - 31/12/08 - 02.35.25 - CONCLUDES

RADIO TRANSMISSION - 31/12/08 - 02.36.05 - HEMS 3 TO WANGARATTA -
COMMENCES

DISPATCHER 1 - MARTY:

Control Room, this is Marty.

AIR AMBULANCE - MURRAY:

Marty, it's Murray, how are you going?

DISPATCHER 1 - MARTY:

Good, mate, how are you?

AIR AMBULANCE - MURRAY:

Mate, how far off are those cars?

DISPATCHER 1 - MARTY:

Murray, where are you, mate, sorry?

AIR AMBULANCE - MURRAY:

I'm at the pad at Shepparton Hospital.

DISPATCHER 1 - MARTY:

Sorry, mate. So you're at the pad, yeah. Well, they
- I spoke to Peter and he said they were going there.
They should be about 2 or 3 minutes away, mate.

AIR AMBULANCE - MURRAY:

Okay. They're on a Code 1, I hope?

DISPATCHER 1 - MARTY:

That's right, yep.

AIR AMBULANCE - MURRAY:

Alright. Thanks, mate.

DISPATCHER 1 - MARTY:

Because I - I spoke to Peter, he said you were goin'
out the airport, that's why they were originally
there.

AIR AMBULANCE - MURRAY:

No, I - I told him that we could get into the pad.
And where are we actually going in the hospital, to
Emergency Department?

DISPATCHER 1 - MARTY:

Mate, I - your guess is as good as mine. I thought
you guys were already aware of where you were going.
I'll give 'em a call.

AIR AMBULANCE - MURRAY:

Well, yeah. I - I don't know whether she's goin'
straight into theatre or not but she's - got to find
out quickly because she's not goin' to fuckin' make -
ah, fuck.

CALL DROPS OUT

RADIO TRANSMISSION - 31/12/08 - 02.36.05 - HEMS 3 TO WANGARATTA -
CONCLUDES

APPENDIX FOUR

Statement of regret made by
Ambulance Victoria
at the inquest of Veronica CAMPBELL
on the 12th April, 2010

The management, executives and staff of Ambulance Victoria extend their sincerest sympathies to the family and friends of the late Mrs Veronica Campbell, not only for the anguish and pain that they felt at the time of her death in 2008, but also for their loss and sorrow since that time. We understand that revisiting the circumstances of Mrs Campbell's death by way of a coronial Inquest is likely to create feelings of anguish and sadness for family members and our thoughts are with them at this difficult time.

Ambulance Victoria regrets the delay, which occurred during the transfer of Mrs Campbell from Cobram District Hospital to Goulburn Valley Hospital and has made substantial efforts and taken a number of significant measures to improve the delivery of its services.