

Emergency medical dispatcher (ambulance service control team)

Craig applies for a job as an emergency medical dispatcher for a local ambulance service. The role requires him to respond to 999 calls from the public and GPs requiring ambulance assistance.

He will be working with the emergency call handlers or responding to calls directly to try and obtain as much information as possible about the patient from the caller, including the exact location and details of what has happened. Using this information Craig will be required to quickly assess the type of response needed and dispatch the nearest and most appropriate vehicle to deal with the situation. This could be an ambulance, rapid response car, motor cycle or paramedic helicopter.

In emergency situations, Craig may need to explain complex procedures over the telephone to the caller, such as delivering a baby or clearing an obstruction from someone's windpipe. Craig will also need to keep the caller calm, reassure them and help them cope with the situation until the ambulance response arrives.

Eligibility

In this example, Craig would be carrying out a regulated activity, so this post is eligible for an **enhanced check with adults and children's barred list information**.

The provision of healthcare advice and assistance to adults includes where this is given by a registered healthcare professional, or under direction from of a healthcare professional. This may be face to face or over the telephone.