

Circular 14 – 2019

03 July 2019

Dear Resident

### Independent Living: Medical Emergency Procedure

In order to ensure that we are well prepared in the event of a medical emergency we wish to reiterate the emergency procedure. Every home is equipped with a Telecare unit which is linked to a 24/7 call centre. **This is the device to use in a medical emergency.**

- 1 In any medical emergency you should press the red button on your Telecare unit immediately. Do not hesitate to do so because you think that the emergency is not severe enough. No harm is done if your condition turns out to be a well-intentioned false alarm. There is more risk in not pressing the button and losing critical time.
2. Within 60 seconds the call centre operator will speak to you to establish the problem. They already have your medical history and will call the paramedics and ambulance and brief them en-route. The call centre operator will continue to talk to you whilst the ambulance/paramedics are on the way.
- 3 The EN and carers in our village are not a medical emergency unit, so please do not press the yellow button for *emergency* help. **Push the red button firmly.** Only press the red button ONCE and do not press any other button on your Telecare unit, as it cancels the emergency call. Do not use your landline whilst waiting for a response from the Telecare Centre.
- 4 Please note that even though its Evergreen's policy to sustain life wherever possible, the healthcare staff on site may not be equipped to address all emergencies which may preclude them from performing certain medical procedures. The healthcare operator's staff are trained in basic life support which may include first aid and CPR. They have been given the mandate to intervene or commence treatment until the appropriate emergency service provider arrives and resumes care.
- 5 While our staff check the functioning of Telecare units routinely, it is wise to test the device regularly yourself. We encourage you to test the system from time-to-time by pushing the red button. This is not "crying wolf", it is an important safety check on the equipment. Simply tell the Telecare operator this when they respond - "Thank you, I am just testing my Telecare unit". Report any failed test to reception for immediate attention.
6. Do not use your landline whilst waiting for a response from the Telecare Centre. Telecare will call the Nurse-on-Duty and an ambulance, if required.

I have attached a Telecare "how to" diagram which we distributed some time ago. Our team will follow up to see that you have a laminated copy to place near your Telecare device for ease of reference in an emergency.

We would like to request that you wear your red alert button around your neck or on your wrist at all times and that you wear your blue buddy band, especially if you are going out of the village.

Should you wish to call an alternative number, you can use the internal intercom phone and dial:

TELECARE (Call Centre) \*\*017

VILLAGE MANAGER on \*\*002 (star, star 002)

## YOUR TELECARE UNIT



**RED: Emergency - Telecare Centre:** Use this button for ALL medical emergencies

**YELLOW: Nurse on duty:** this button is connected to the duty nurse's cell phone

**BLUE: In the morning,** this button will flash. Please press to confirm that you are safe



**1.** In the case of an emergency press the red button on your Telecare unit or remote: **only press it once:** don't press any other buttons on the system as this will then cancel your emergency call



**2.** Do not use your landline whilst waiting for a response from a Care Specialist. You should hear the voice of the Care Specialist (through your Telecare unit) within 60 seconds



**3.** Assistance is mobilised immediately



**4.** The Care Specialist stays connected with you until your emergency is resolved

Most Telecare units are connected via your Telkom landline. Unless your telecare unit is programmed via built-in Sim card, you must not use your Telkom landline whilst your request for help is in progress.

Yours faithfully

Christine Dempers  
Village Manager  
Evergreen Bergvliet