

Circular 077

Dear Evergreen Resident

14 September 2020

### **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 procedures. Every Evergreen home and apartment has been 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 push the panic button or **red button** on your Telecare unit immediately. Do not hesitate 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 pushing the **red 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 an ambulance and paramedic and brief them on route. They will continue talking to you while help is on the way.
3. The Care Centre or Clinic in your village is not a medical emergency unit so do not push the **yellow button** for emergency help. **Push the red button firmly ONCE and wait for the Call Centre response. Do not push a second time as this disables the communication.**
4. Please note that even though it is 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 is trained in basic life support which may include first aid and CPR and they have been given the mandate to intervene or commence treatment until the appropriate emergency service provider arrives and resumes care; regardless of an advanced directive or living will. (as it will not be known if one exists)
5. **While our staff check the functioning of Telecare units routinely, it is advisable to test the device regularly yourself. To do so simply push the red button and wait for the Call Centre to respond, this is not "Crying Wolf". When they come on line simply say that you are testing your device. This test run will stand you in good stead when a real emergency occurs.**

Below you will find a Telecare "how to" diagram which we distributed some time ago.

Kind regards

**Wilma Swart**  
Village Manager

# 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.