

Circular 103/2023

14 February 2023

Dear Resident

## **DIEP RIVER - TELECARE Medical Emergency Procedure**

Telecare is our medical response service provider and in order to ensure that we are well prepared in the event of a medical emergency I thought it prudent to have a quick overview of our emergency medical procedure and protocols.

### **A. INTERNAL PHONE**

Most homes at Evergreen Diep River will use their internal phone as the device to use to call the 24/7 emergency call centre at Telecare. Just **lift the phone and do not dial out**, an operator will answer and ask you how they can help you and what emergency you are calling about. Speak to the person as clearly as you can and they will put the emergency protocols in place. If you are using your internal phone to link to the emergency medical call centre at Telecare, you will not have a panic button.

### **B. TELECARE UNIT**

Some homes are equipped with a Telecare unit which is linked to a 24/7 call centre. If you have such a unit in your home then this is the device to use in a medical emergency not the internal phone. In any medical emergency you should firmly **press the red button on your Telecare unit** and the operator should answer your call within 60 seconds. They will establish your emergency/problem. As they already have your medical history, they will call the paramedics and ambulance, if required and brief them en-route.

Once the Telecare call centre has established that there is a medical emergency, they will also call the on-duty EN/ENA to go to your unit and assist and wait with you for the ambulance.

Do not use your landline whilst waiting for a response from the Telecare Centre. Only press the red button **ONCE** and do not press any other button on your Telecare unit, as it cancels the emergency call.

If you are one of the residents that uses this system then you will have a panic button. We encourage you to wear this wrist band or necklace on your person at all times.

Please note that Evergreen Health staff and private carers on site may not be equipped to address ALL emergencies which may preclude them from performing certain medical procedures. They are trained in basic life support which may include first aid and CPR. They have been given the mandate to intervene or commence such treatment until the appropriate emergency service provider arrives and resumes care.


While our staff check the functioning of Telecare units/internal phone connections routinely, it is wise to test it regularly yourself.

We encourage you to test the system from time-to-time by pushing the red button or lifting the internal phone without dialling. 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 response/unit”. Report any failed test to reception for immediate attention. I have attached a Telecare “how to” diagram. Please request a copy from reception.


## YOUR TELECARE UNIT

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




**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**

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




**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**

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



**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.

We would like to request that you wear your blue buddy band, especially if you are going out of the village to the shops. The buddy band has a unique number which identifies that you are a resident at Evergreen Diep River, our contact details as well as any medical conditions and your next-of-kin.

Do not hesitate to call Telecare because you think that the emergency is not severe enough. No harm is done if your condition turns out to be a false alarm. There is more risk in not calling them and losing critical time. Please feel free to call me if you need any additional information or wish to discuss any aspect of the emergency protocol.

Yours sincerely



Christine Dempers  
Village Manager – Diep River