

2 April 2019

Memo 11/2019

Dear Evergreen 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 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 (other than in the Care Centre) you should push the **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.
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 are 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 wise to test the device regularly yourself. To do so simply push the **red button** and wait for the Call Centre to respond. 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. 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.

Kind regards
Melanie Carstens
Village Manager