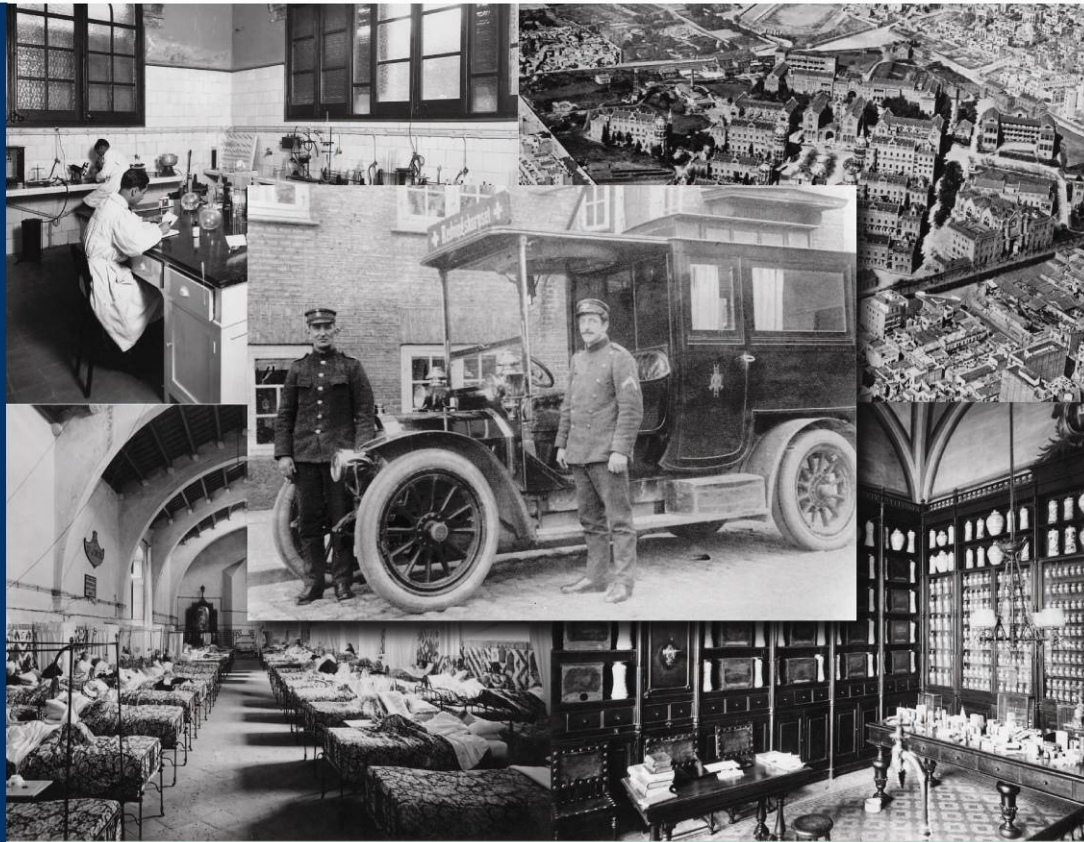




enrico Davoli, Programme manager
*Emergency Medical Services Programme,
Regional European Office
World Health Organization*

**“Status of
implementation
of 112
in the European Union”**



To improve the understanding of emergency medical services structures and organizational arrangements and their links to the national crisis management system.

Emergency Medical Services Systems in European Union

Report of an assessment project co-ordinated by WHO

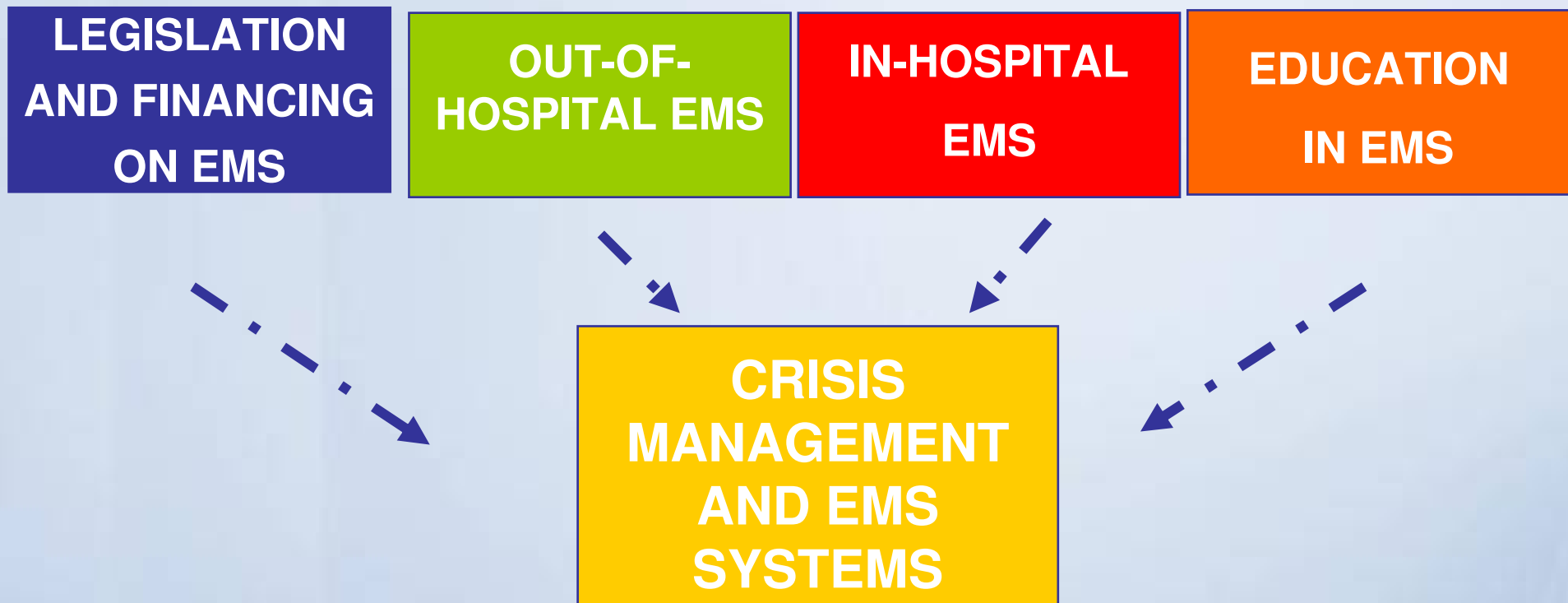




39 subjects

On-line questionnaire submitted to one representative per country.

Appointed by the Ministry of Health

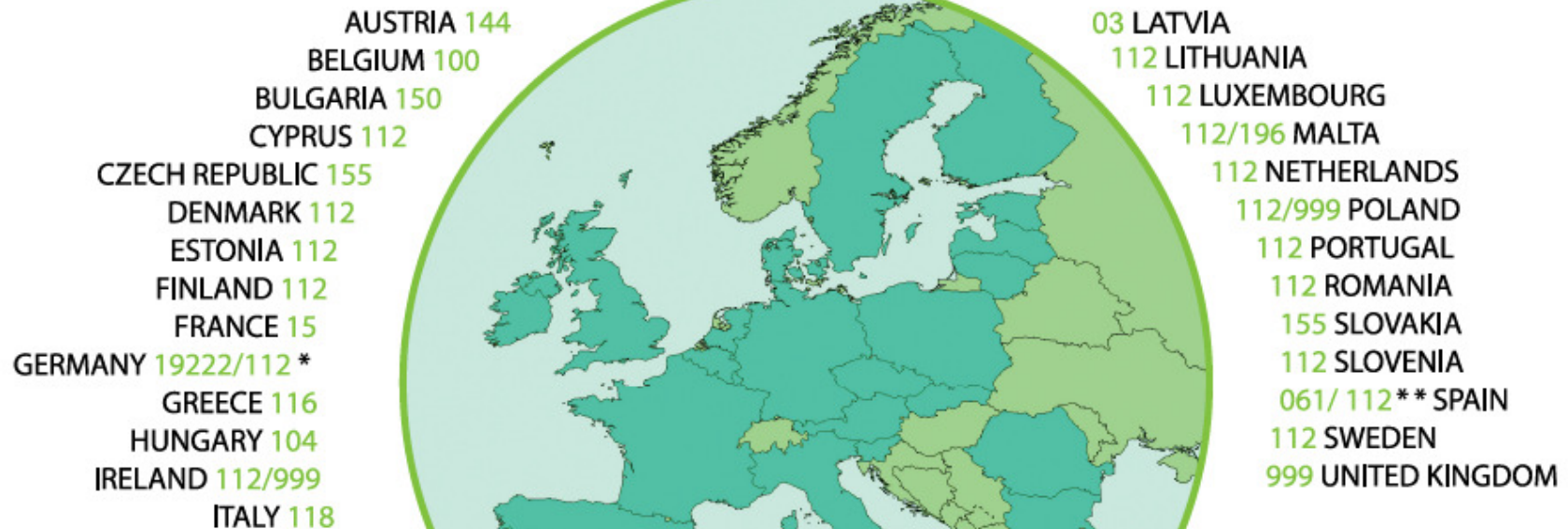




Emergency numbers in EU

EMERGENCY NUMBER

National telephone number for medical emergencies





112 for MEDICAL EMERGENCIES

Countries where 112 is the only telephone number to call in case of medical emergencies

10



CYP, DEN, EST, FIN, LUX, LTU, NET, ROM, SVN, SWE

Countries where 112 is the only telephone number to call in case of medical emergencies in some regions or federal states

2



DEU, SPA

Calling 112

First to answer

An integrated dispatch centre

Police

Other

N° countries

21



7



1



Calling 112

In case of medical emergencies

Call diverted to a medical dispatcher for consultation

Medical consultation within first dispatch centre

N° countries

18



9





ACCESS TO 112

Access to 112 emergency number

Free of charge

27



Free of area code

27



English generally spoken during calls

22



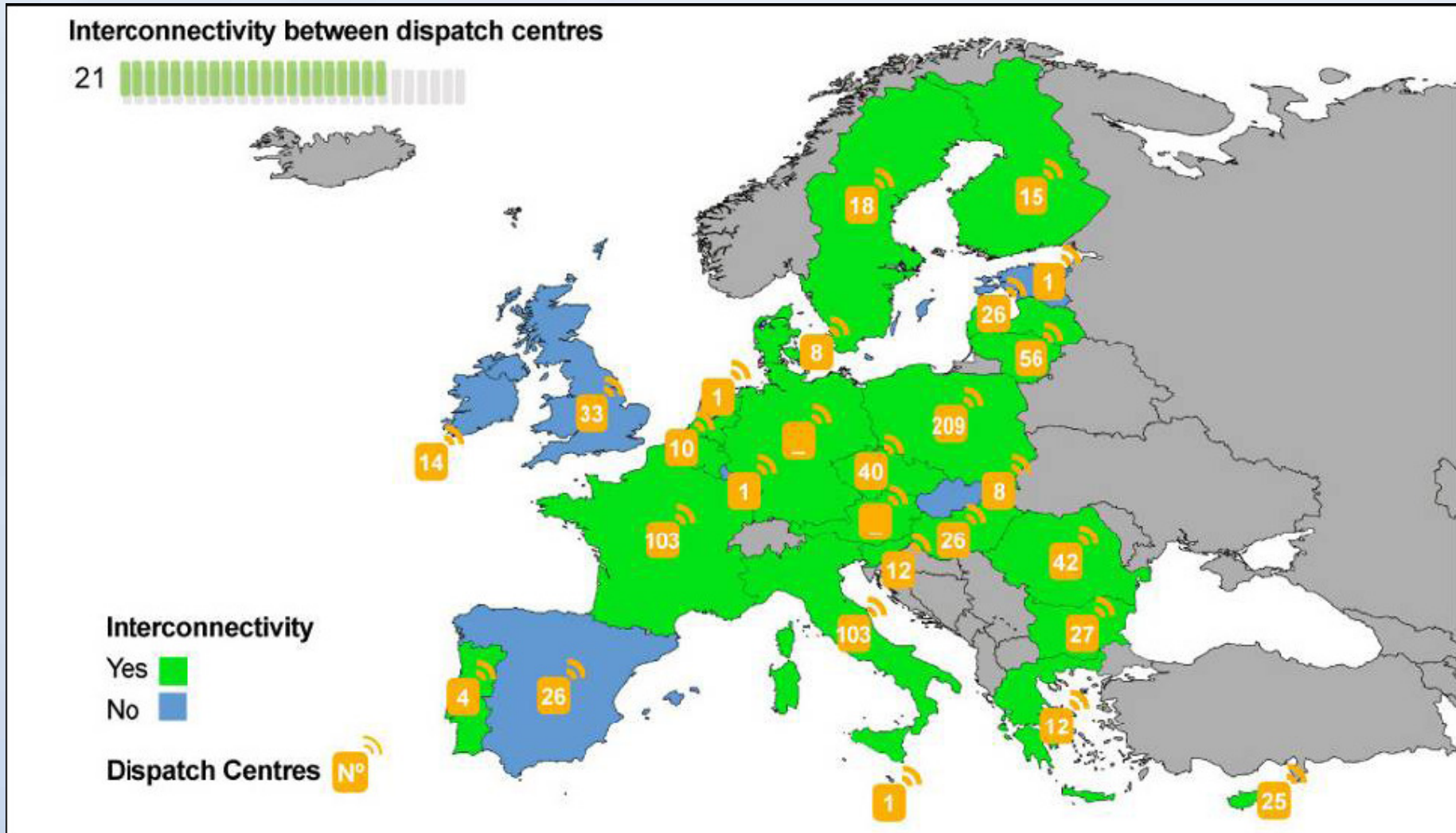
Minority languages generally spoken during calls

10





Dispatch centres in EU





integration

Medical equipment available in the vehicles	Police	Firemen	Volunteers	Other
Cervical collars	2	16	9	3
Oxygen	1	14	7	3
Suction unit	1	8	7	2
Aut external defibrillator (AED)	4	12	6	3
Manual resuscitator	3	11	7	2
Other medical equipment	4	12	10	5
Functional co-ordination with EMS dispatch centre	13	18	9	5



Short term recommendations:

A recognised and authoritative institution should:

- provide a list of quality indicators concerning out-of-hospital EMS,
- propose internationally recognised curricula of first aid for first responders like fire brigade, volunteers and police,

All EU Member States should:

Ensure effective coordination and response to avoid delay in case of medical emergencies,

Improve access of minorities and foreigners to all EMS system in Europe,

Emergency calls should be dealt by the EMS, only with type B and C ambulances,



Out-of-Hospital EMS



Long term recommendations:

A recognised and authoritative institution should:

pave the way to common strategy for common ground of research in the EU strategic paper supported by an authoritative institution; and



Out-of-Hospital EMS

All EU Member States should:

improve systems that allow sharing of real time information between medical services and dispatch centre;

pose the activity of medical first responders when dealing with medical emergencies under the operative management of the medical dispatching



**REPORT TO BE PUBLISHED IN
AUTUMN 2008**

Available at:

www.euro.who.int/emergservices



TURIN 23-24 October '08

EU Interministerial panel on EMS



The core (heart) of 112...

**...is that individuals receive
the care they are in need of,
when and where they need it**

Raak, Mur-Veeman et al.

