



City Disaster Risk Reduction and Management Office



Pre-Hospital Patient Response Care/ Emergency Medical Services

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Citizens of This City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Emergency Call Thru Mobile Phone/ Landline/ Radio			Emergency Contact Numbers Landline – (034) 312-5777 Mobile – 09178902959/09257866243 Radio frequency – 139.050 MHz	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Calls the CDRRMO Emergency Hotline to seek help due to life threatening incident or situation involving victim/s.	<ul style="list-style-type: none"> - Answers the landline/ mobile phone/ radio and assess the information relayed thru interrogation; - Guides the caller to safety and instruct to provide some basic life support steps while the Emergency Response Team prepares to dispatch; - Dispatches the Emergency Response Team to the scene; - Arrives and survey the scene for safety; - Locates the caller/ informant to guide the team to the location while being interviewed on the situation of the victim and the intervention they have provided; - Performs Basic Life Support/ Standard 	None	5 Minutes travelling time from Operation Center to designated places under the Quick Response Zone (Within City Proper) 15 min. – 30 min. travelling time from Operation Center to areas outside QRZ but within the Area of Responsibility (to exclude barangays in Sipaway Island)	Call Taker/Dispatcher Call Taker/ Dispatcher Compliance Officer Compliance Officer Compliance Officer EMS Team Leader Emergency Responder EMS team leader Driver Driver



	<p>First Aid procedures to the victim/ patient;</p> <ul style="list-style-type: none"> - Transports the patient/ victim to the most appropriate receiving medical facility/ hospital while continuing to provide the necessary Standard First Aid/ Basic Life Support; <p>Properly endorses the patient/ victim to the medical staff of the Emergency Room of the hospital.</p>			
	TOTAL	None	35 minutes	
End of transaction				