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CALL ROUTINE CHANGED AT EMERGENCY MEDICAL SERVICES

WHITEHORSE – Emergency Medical Services is advising Yukon residents there will be changes when a call is placed on the 911 system.

Health and Social Services Minister Brad Cathers said today that with the expected influx of holiday calls to emergency medical services (EMS), it was important to let citizens know what to expect.

“If you call EMS through 911, you will get a person on the other end who is trained and certified as an emergency medical dispatcher using the new computerized dispatch system, ProQ A. The new system will lead the dispatcher through a series of questions that ensures the right information is being asked of the caller. The automated system allows the dispatcher to respond quickly to any emergency,” Cathers said.

This system is used across North America and Europe, and is the most advanced emergency medical dispatch technology available.

Whitehorse EMS acting manager, Michael Swainson, says that with the new system the dispatcher will have to make sure that the proper address and telephone number are verified twice before an ambulance can be dispatched.

“We can appreciate that people may not understand our need to do this. It is really important that we have this information in order to respond quickly and appropriately to any emergency,” Swainson said.

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