APPENDIX 1:

Flow Chart:
Immediate (Dispatcher-initiated) Helicopter Dispatch (CD=Clinical Desk)

Call handling – Initial information suggests helicopter should be considered

Access: Is access impossible or impractical by road?

Yes

Consider: Is winching required? Which aircraft/service is most suitable?

No

Dispatch Helicopter

Number: Does the number of patients exceed the resource that can readily be provided by road in reasonable time?

Yes

Discuss with CD Paramedic: May require discussion with Team Manager: May meet MCI criteria.

No

Dispatch most appropriate resources

Time: Does this sound likely to be a time-critical problem?

Yes

Is the incident in a location where helicopter response and transport is known to be significantly faster than road (at least 15min time saving)?

Yes

Dispatch Helicopter

No

Dispatch Road Crew

No

Await more information: Ongoing discussion with CD Paramedic

Skills: Does the patient have a skill-dependent problem likely to exceed the capabilities of readily available road crew(s)? (Discuss with CD Paramedic)

Yes

Consider: What skills/capabilities are required? Which aircraft/service is most suitable?

No

Dispatch Road Crew

Uncertain

Await more information: Ongoing discussion with CD Paramedic
APPENDIX 2:

Proposed changes to original flowchart – for day missions (see shaded boxes)

Call handling - Initial information suggests helicopter should be considered

Access: Is access impossible or impractical by road?

Yes

Consider: Is winching required? Which aircraft/service is most suitable?

Dispatch Helicopter

No

Number: Does the number of patients exceed the resource that can readily be provided by road in reasonable time?

Yes

Discuss with CD Paramedic: May require discussion with Team Manager: May meet MCI criteria.

Dispatch most appropriate resources

No

Time: Does this sound likely to be a time-critical/Urgent/Sensitive problem?

Yes

Is the incident in a location where helicopter response and transport is known to be significantly faster than road (at least 15min time saving)?

Yes

Dispatch Helicopter

No

Dispatch Road Crew

Await more information: Ongoing discussion with CD Paramedic

Skills: Does the patient have a skill-dependent problem which may benefit from additional flight skills such as RSI, or other ICP skills? (Discuss with CD Paramedic) Is a specialist hospital likely e.g. burns, TBI, cath lab, multi-trauma, spinal unit?

Yes

Consider: What skills/capabilities are required? Which aircraft/service is most suitable?

Dispatch Helicopter

No

Uncertain

Dispatch Road Crew

Await more information: Ongoing discussion with CD Paramedic.
APPENDIX 2 (cont.):

Proposed changes to original flowchart – for night missions (see shaded boxes)

Call handling – initial information suggests helicopter should be considered

Access: Is access impossible or impractical by road?
- Yes: Consult Team Manager → Dispatch Helicopter
- No
  - Number: Does the number of patients exceed the resource that can readily be provided by road in reasonable time?
    - Yes: Consult Team Manager → Dispatch most appropriate resources
    - No
      - Time: Does this sound likely to be a time-critical problem?
        - Yes: Will at least 15min be saved by sending the helicopter?
          - Yes: Dispatch Helicopter
          - No: Dispatch Road Crew
        - No
          - Uncertain: Await more information: Consult Team Manager
    - No
      - Uncertain: Await more information: Consult Team Manager

Skills: Does the patient have a skill-dependent problem which may benefit from additional flight skills such as RSI, or other ICP skills? (Discuss with CD Paramedic)
- Yes: Consult Team Manager → Dispatch Helicopter
- No: Dispatch Road Crew
  - Uncertain: Await more information: Consult Team Manager